

CLIENTS' RIGHTS ADVOCACY SERVICES

**Annual Report
July 2016 – June 2017**



State Council on Developmental Disabilities

<i>Developmental Center/Community Facility</i>	Canyon Springs	Fairview	Porterville	Sonoma	Total
<i># of Services Provided (Appendix A)</i>	56	153	102	59	370
<i>Denial of Rights (Appendix B)</i>	4	10	11	6	31
<i># of Requests for Release forwarded to Superior Court (Appendix C)</i>	3	4	32	3	42
<i>Grievances</i>	0	0	0	0	0
<i>WIC 4731 Complaints filed</i>	0	0	0	0	0
<i>Complaints (Non-WIC 4731)</i>	11	7	3	5	26
<i>Incident Reports</i>	0	19	1	0	20
<i>Mandatory Abuse Reports</i>	0	0	0	0	0
<i>DC Staff and Provider Trainings</i>	52	48	16	22	138
<i>Self-Advocacy Trainings</i>	12	7	4	8	31

<i>Meetings with DC Staff</i>	39	14+	19	128	200+
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Overview of Services Provided

Canyon Springs Community Facility

Canyon Springs will be open sixteen years in December 2016. The population at the time of this report is 48. A total of over 121 clients have been served by this facility. The CRA provides advocacy services to all individuals at Canyon Springs and those clients that have been transitioned into the community. The CRA is available by phone and in person. All clients can call the CRA by dialing *81 on any payphone located on the clients' residences. Here is a list of activities that the CRA is involved in:

- Provides self-advocacy training to individuals and in small group settings
- Participates in Client Council Meetings that are held monthly
- Facilitates a Client Advocacy Group which is held monthly
- Attends daily morning management meeting to discuss incident reports and other issues involving clients and provides advocacy input
- Visits all work sites clients are participating in those on Canyon Springs Campus and those off campus
- Participates and is a member of the Restrictive Intervention Review Committee (RIRC) Human Rights Committee (HRC)
- Reviews Canyon Springs policies and procedures and provides input concerning advocacy and clients' rights
- Facilitates/Coordinates meetings/phone calls between Riverside County Adult Protective Services, Long Term Ombudsman Services, Department of Public Health Licensing and Certification Services and Disability Rights of California
- Participates in weekly Emerging Risk Notification Evaluation Meetings (ERNE) and advocates for clients being discussed
- Provides consultation regarding rights issues and complaint processes to client families and conservators
- Reviews denial of rights reports with clients including restoration criteria and complaint process
- Meets quarterly with management team to discuss policies and procedures, client's concerns and rights protections
- Provides client's rights training to new employees, volunteers, families, conservators, and a refresher course to active employees on a monthly basis, and students from surrounding universities and colleges
- Investigate all suspected rights violations and discuss with the clients their rights and due process
- Represent clients to initiate proceedings in informal and formal fair hearings

Fairview Developmental Center

The CRA continues to provide services in the following areas:

- Investigates alleged clients' rights violations and abuse allegations brought to the CRA attention by consumer, family and/or staff
- Attends denial of rights meetings and approves/reviews denial of rights requests
- Assists consumers' requests for release with filing Writs of Habeas Corpus
- Assists consumers with pending court hearings and other legal matters by communicating with attorneys and helping consumers communicate with attorney and Regional Center (RC) representatives
- Consults with consumers, their families, ID Team and other FDC staff, Deputy Public Defenders and RC representatives regarding rights issues
- Attends Individual Program Plan (IPP) meetings, Transition Support and Review meetings and special meetings at the request of the consumer, parents, RC representatives, and FDC staff where rights are discussed or to convey consumer concerns
- Reviews all incident reports with recommendations, as warranted
- Reviews FDC policy and procedures
- Provides training and consultation to Orange County Public Defender's Office, District Attorney, and Superior Court, as necessary
- Makes referrals to various other advocacy agencies, as necessary
- Provides annual training for all FDC employees in Clients' Rights and SCDD Regional Office role in advocacy, as well as for new employees at orientation
- Provides training for FDC staff and other interested parties, as requested
- Provides Self-Advocacy training to consumers
- Provides technical assistance in filing complaints on behalf of consumers and/or their authorized representatives
- Provides technical assistance in filing Fair Hearings and supports consumers and/or their authorized representatives, as necessary

In addition to the above, the CRA attended weekly, monthly, and quarterly meetings to help ensure consumer rights were being protected. These meetings consisted of:

- Behavior Supports Committee (BSC)/Human Rights Committee (HRC)
- Incident Review Committee
- Bioethics Committee
- SCRP Liaison and SCRP Advisory Meetings
- Fairview Community Association meetings
- Regular meetings with Fairview Executive and Clinical Director

Porterville Developmental Center

The CRA continues to provide services in the following areas:

- ❖ Attends Individual Program Plan (IPP) meetings at the request of residents, parents, regional center staff and Porterville Developmental Center staff where resident's rights are discussed.
- ❖ Attends special meetings when issues of resident's rights arise.
- ❖ Speaks to administration on the behalf of residents when a right has been denied.
- ❖ Have residents sign Requests for Release when they state they want to leave Porterville Developmental Center. Assists them with contacting the Public Defender's Office, and liaison between consumers and Public Defender's Office when consumers cannot contact Public Defender on their own.
- ❖ Assists and represents residents in the fair hearing process.
- ❖ Investigates abuse complaints brought to our attention by the resident, family and/or staff.
- ❖ Approves and reviews denial of rights requests.
- ❖ Provides rights and self-advocacy training to residents and staff.
- ❖ Talks and works with family members on rights issues.
- ❖ Provides training to staff on how to effectively interact with residents and to use positive reinforcement
- ❖ Participates on committees to provide input into policies dealing with resident's rights.
- ❖ Reviews all proposed policy changes that involve clients' rights issues. Member of Policy Committee.
- ❖ Provides training to residents and staff on client's rights, the denial of rights process, and end of life decision making process.
- ❖ Provides self-advocacy training to residents.
- ❖ Provides training and consultation to the Public Defender, District Attorney and the Superior Court.
- ❖ Provide training to the Volunteer Advocates on a monthly basis
- ❖ Review all incident reports.
- ❖ Review all postural and medical supports prescribed in the acute care unit and the skilled nursing unit.
- ❖ Review restricted access plans.
- ❖ Research PDC policies and regulations

In addition to the above, weekly and monthly meetings were attended to help ensure the protection of resident's rights. These meetings consisted of:

- ❖ Human Rights Committee
- ❖ Behavioral Management Committee (reviewed 600 plans for Highly Restrictive Interventions)
- ❖ Incident Review Committee
- ❖ Dysphasia Committee
- ❖ Research Committee
- ❖ Bioethics Committee
- ❖ Secure Treatment Information Committee
- ❖ Family Life Committee
- ❖ Regular meetings were also held with the Executive Director and Clinical Director where issues were discussed and resolutions were sought. Meetings were also held with the Program Directors as needed.

Sonoma Developmental Center

CRA provided comprehensive clients' rights advocacy for persons with developmental disabilities who are residents of Sonoma Developmental Center. The CRA participated in various clinical, administrative and staff meetings and committees, when clients' rights issues were discussed or when the clients' rights advocate is named as a participant in regulation. This included the following:

- Human Rights Committee
 - Policy Review Committee
 - Whole Person Review Committee (formerly was known, as both Behavioral Intervention Review Committee and the Health Related Restraint Committee)
 - Human Social Sexual Development Committee
 - Bioethics committee
 - Member of the Incident Action Team (In the meeting CRA reviews facility IR/GER data and can investigate further if a rights issue is indicated). This group disbanded as a set daily event in 2015 however, incidents continue to be referred to CRA.
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- CRA trained the clients and staff on civil, personal and service rights three times a month, two times on ICF units and once on an NF unit.
 - CRA had regular contact Executive Director and Clinical Director where issues were discussed and resolutions were sought.
 - CRA was in regular contact with program managers, social workers and unit supervisors to address any issues that did not require executive action.
 - CRA acted as clients' rights resource to consumers and their families, and to other interested persons or organizations in the community.
 - Investigated and helped resolve rights issues for consumers who were unable to

register a complaint on their own behalf.

- CRA attends Individual Program Plan (IPP) meetings at the request of residents, parents, regional center staff and Developmental Center staff where resident's rights are discussed.
- Asserted and protected the rights of consumers entering or changing their dwellings, including placement in community care and health care facilities; judicial commitments and/or re-commitments to DDS for placement at DCs/CF; and to assist with filing a Request for Release (Writ of Habeas Corpus).
- Aided the facility in facilitating Human Rights committees; one addresses human social sexual development on campus and the other is for Superior court planning and development. This facility accommodates the Sonoma Superior Court on campus.
- Presented denial of rights and court attendance data to Human Rights Committee (monthly)

Consumers Served by the Clients' Rights Advocate.

- CRA has been serving the clients of the Northern STAR Acute Crisis unit.
- CRA was accessible to consumers, including: visiting DC/CF service providers, facilities, and residences; attending planning conferences at the invitation of consumers, or their representatives; and participated in self-advocacy groups and conferences.
- CRA provides interim approvals/provides feedback as necessary for emergency request for restrictive interventions and/or medications with the senior psychologist and supervising pharmacist.
- CRA approves and reviews denial of rights requests.
- CRA acted as a liaison between the Superior court and Regional Centers with caseloads at SDC.
- CRA advocated for more participation by consumers in court and after court with the presiding judge and court personnel.
- CRA reviewed restricted access plans.
- CRA studied policies and regulations to keep informed of changing legislation affecting developmental centers.
- CRA provides training to residents and staff on end of life decision making and navigating outside hospital policies that differ from DC standards.

CRA covers for the SCDD Volunteer Advocacy Coordinator and assumes his roles and responsibilities in addition to the CRA position when warranted.

Consumers Served by the Clients' Rights Advocate

See Appendix A

Denial of Rights

See Appendix B

Request of Request for Release Activity

See Appendix C

Complaints Filed Under Grievance Procedure

Developmental Center	Nature of Complaint	Status of Complaint	Outcome of Complaint
<i>Canyon Springs</i>	None		
<i>Fairview</i>	None		
<i>Porterville</i>	None		
<i>Sonoma</i>	None		

Complaints Filed Under Section 4731 WIC and Section 50540 of Title 17, California Code of Regulations

Developmental Center	Nature of Complaint	Status of Complaint	Outcome of Complaint
<i>Canyon Springs</i>	None		
<i>Fairview</i>	None		
<i>Porterville</i>	None		
<i>Sonoma</i>	None		

Complaints NOT Filed Pursuant to Section 4731 and Section 50540 of Title 17, California Code of Regulations

Developmental Center	Nature of Complaint	Status of Complaint	Outcome of Complaint
<i>Canyon Springs</i>	Client wanted a different job	Resolved	Assessment completed. Client transitioned to another job
	Client wanted to eat at a different schedule	Resolved	Other meal time opportunities were given
	Client wanted to call family	Resolved	Arrangements made to facilitate phone call to family member
	Client wanted to work offsite from Canyon Springs	Resolved	Meeting held/Client was given tour of outside work agency
	Client wanted to visit another client that had moved into the community	Resolved	Meeting held/arrangements made for client to visit at Canyon Springs
	Client wanted to use cell phone during the day	Resolved	Meeting held; client able to use cell phone during work breaks
	Client wanted to get their monies	On going	CRA initiated discussion on greater Trust office access
	Clients wanted more computer time at computer lab	Resolved	Meeting held/schedule was made for more access to computer
	Client wanted to make more money	Resolved	Meeting held/options given for different work sites
	Client wanted an advocate	Resolved	Advocate/Volunteer assigned via VAS project
	Client wanted to move out	Resolved	Meeting held/options for independent living options;

			request for release initiated
<i>Fairview</i>	While attending IPPs there does not appear to be any unconserved consumers who have been found to be able to consent to simple medical procedures and treatment.	Ongoing	The CRA met Clinical and Medical Directors to discuss. The Clinical Director indicated consumers' ability to consent is folded into the IPP and that all programs are evaluating ability. The Medical Director indicated such a discussion should be taking place at the IPP and that it should be a standing IPP agenda item. In the IPPs attended, no discussion of consent has been discussed.
	A consumer's immigration status was discussed during an IPP during vocational needs.	Resolved	The CRA informed the Clinical Director of the need for timely renewal of immigration status. The Clinical Director informed the CRA that Trust will track this information. Trust has set a trigger for 6 months prior to expiration date to renew green cards.
	An unconserved consumer's family moved out of state. The consumer and family requested the consumer to be transferred to the same state. The regional center was not in support of the move.	Resolved	The consumer's team, in addition to the CRA and SCRP liaison held various meetings with the regional center to develop a plan which allowed for the eventual interstate transfer.
	A consumer who has one to one supervision was not provided	Resolved	CRA discussed with FDC administration and a plan was implemented to afford the client privacy.

	privacy while engaging in private time		
	Two consumers separately informed the CRA that another consumer is disrupting the unit in the nighttime.	Ongoing	Team meeting was held to discuss viable options to serve needs of all consumers.
	CRA/VAS Program Manager received a fiduciary abuse allegation and passed the allegation onto CRA for follow up.	Pending	CRA conducted an investigation and made necessary reports.
	Conservator and consumer had met identified provider. TPM was held. After the TPM, Conservator notified the CRA with her and her conservatee's concerns. CRA also talked with consumer regarding the identified provider. Consumer and conservator did not want to continue with identified provider and felt they were being pressured to accept the type of placement and	Resolved	CRA discussed with conservator and consumer the necessary actions that should be taken to inform their regional center and SCRPP regarding their decision not to pursue placement with identified provider. Both consumer and conservator did notify them and a subsequent meeting was held.

	provider.		
Porterville	Increase in client to client assaults in STA	On going	Antecedents reviewed; contraband found; prevention protocols put in place
	Client and client's family in need of interpretation services.	On going	CRA facilitated outside interpretation services for those in need at PDC
	Scope of Human Rights and Behavior management review only for behaviors keyed to medications	Resolved	CRA requested expanded, whole person review. HRC increased scope of focus
Sonoma	Person affiliated with family hospital group sought information on client who was not related to person	Resolved	Confidentiality protocols reviewed.
	Client of the Northern Star unit does not have adequate placement prior to deadline for transfer	Resolved	CRA facilitated communication with client and Regional Center to prepare for discharge

	Nonconserved adults who are transitioning to the community do not have experience with providing consent	Pending	CRA informed SDC administration of concern. Training on the continuum of consent provision being discussed.
	Family of a client required an interpreter for meetings	Pending	CRA communicated the need to SDC administration. Outside resources are being investigated
	Client was unable to access areas outside the residence (backyard)	Resolved	Access was reviewed and implementation of unlocked doors ensued with lesser restrictive measures taken to ensure safety

Incident Reports Submitted by State Developmental Center

Developmental Center	Number	Type
<i>Canyon Springs</i>	0	
<i>Fairview</i>	9 7 3	Emergency Denial of Rights Deaths Allegations of Rights Violations
<i>Porterville</i>	1	Allegation of abuse
<i>Sonoma</i>	0	

Mandatory Abuse Reports Submitted to Other Protective Services Agencies

Developmental Center	Issue	Agency Submitted To
<i>Canyon Springs</i>		All incidences that meet reporting criteria per Department of Developmental Services policy 129 are reported to: Department of Health Services, Department of Developmental Services and the

		Regional Center.
<i>Fairview</i>	All above listed incidents are reported by FDC to appropriate agencies	
<i>Porterville</i>	None	
<i>Sonoma</i>	None	

DC Staff and Provider Trainings

Developmental Center	Summary of Content	Number and Type of Attendees	Number of Sessions
<i>Canyon Springs</i>	Monthly Block Training - Clients' Rights Advocate duties and responsibilities	20 - Canyon Springs Developmental Center Employees	24
	New Employee/Volunteer/ Orientation Training - Clients' Rights, Requests for Release, Self-Advocacy	15- Canyon Springs Developmental Center's newly hired employees.	20
	Advocacy Training – Clients' Rights	8-Volunteers/ Advocates	6
	Clients' Rights Advocacy Training	10 – San Bernadino Valley College	2
<i>Fairview</i>	Basic Principles of Clients' Rights presentation (one hour)	611 (all staff)	32
	New Employee Orientation – Clients' Rights presentation (1 ½ hours)	108 (all staff)	12
	Supporting Choices,	77 (all staff)	4

	Making Transition		
Porterville	New Employee Orientation: Overview of Consumer's rights, function of the CRA, Denial of Rights process, responsibility of staff as advocates	20 DC Staff	8
	Monthly Advocacy Training	7 Volunteer Advocates	4
	Clients' Rights Training	7 Volunteer Advocates and multiple DC Staff	4
Sonoma	CRA trained employees on the history of the Lanterman Act, the civil, service and personal rights of consumers at the DC, CRA roles and responsibilities on campus, information on the State Council and its purpose, and information on regional centers and regional projects across the state.	200+ SDC staff and ancillary entities	22

Self-Advocacy Trainings

Developmental Center	Summary of Content	Number and Type of Attendees	Number of Sessions
Canyon Springs	Canyon Springs Statewide Self	50 residents total; 6 staff	12

	Advocacy Groups		
<i>Fairview</i>	<u>July 6 People First of FDC General Meeting – What do Regional Centers do</u>	40 residents with support staff	One session
	<u>September 2016 – Community Options Fair</u>	117 residents; 51 support staff; 12 family members	One session
	<u>November 2016 – PF of FDC General Meeting – Regional Center supports and services</u>	27 residents with support staff	One session
	<u>January 2017 – FDC General Meeting – Regional Center supports and services</u>	29 residents with support staff	One session
	<u>March 2017 – PF of FDC General Meeting – Healthy Relationships</u>	34 residents with support staff	One session
	<u>May 2017 – Pf of FDC General Meeting – Person Centered Planning</u>	24 residents with support staff	One session
	<u>May 2016 – PF of FDC General Meeting – Community Living</u>	40 residents and support staff	One session

	<u>Options</u>		
Porterville	Supporting Choices Placement Transition Money Management Clients' Rights at PDC and in the community	10-13 clients per session	4
Sonoma	Training of civil, service and personal rights afforded to people with developmental disabilities in California. Voting rights and responsibilities. Group voting exercises to make decisions on guest speakers to present at advocacy sessions. Community Options trainings. Types of work and leisure options in the community. Individual Program Planning training on how to participate and empower individual choices during meetings.	20+/- clients per session	8

Meetings Attended with Specified Developmental Center Staff

Developmental Center	Type of DC Staff	Number of Meetings
Canyon Springs	Executive Director Administrative	3 16 20

	Clinical Staff	
<i>Fairview</i>	Executive Team	8
	<ul style="list-style-type: none"> • Bio-Ethics Committee • BMC/HRC • FDC Community Association meetings • South Coast Regional Project Liaison meetings • Fairview Friends and Family meetings • DDS Stakeholder, Public Hearings, FDC Closure meetings • Town Hall meetings 	3 Weekly 3 2 3 2 1
<i>Porterville</i>	Executive Director	3
	Administrative	16
<i>Sonoma</i>	Executive Director	8
	Administrative	120

Systemic Issues

Canyon Springs

Canyon Springs clients requested a store/canteen with a snack bar for socialization and vocational opportunities. CRA facilitated this request to CS administration.

Community placement transition: Several clients that are in placement planning are still residing at Canyon Springs with no definite target date to move into the community due to lack of specialized development.

Update: It's noted that transition moves faster when there is increased communication between the facility, the regional project and the Clients' regional center. CRA continues to advocate for increased communication between all entities by assisting clients with communication to Regional Center service workers and other agencies.

Trust account access: Canyon Springs trust accounts are being managed through Fairview Developmental Center. The clients' (SSI/SSA) benefits and P&I monies first go to Fairview. This process continues to cause delays in clients receiving their monies.

Update: Canyon Springs administration is establishing an independent trust office on site.

Fairview

Informed consent

There does not appear to be any consumers who are found to be able to consent to any simple medical procedures and treatment. The CRA first brought this issue to the attention of the Clinical Director at their regular meeting. The Clinical Director indicated she would review programs and the Medical Director. The Clinical Director and Medical Director reviewed the policy with Program Directors. Per Clinical Director, discussion regarding consumers' ability to consent is folded into the IPP and that all programs are in compliance. Advocacy Services have not seen this occurring in the meetings they have attended and in most IPPs they have seen a boiler plate statement saying the consumer does not have the ability to make medical or treatment decisions involved in the discussion. At a subsequent regular meeting, the Medical Director was invited. The Medical Director indicated such a discussion should be taking place at the IPP and that it should be a standing IPP agenda item. Since our meeting, in the IPP meetings the CRA has attended, there has not been any discussion about a consumer's ability to consent. Advocacy Services will continue to bring this issue up on a case by case basis.

Update: We continue to have conversations about what decisions consumers can make while in their IPP.

Closure/Consolidation

There has been recent residence consolidation and staff movement within the programs/residences as a result of the closure announcement and ongoing movement of consumers returning to the community. Impact of these factors is being noted as there has been an increase in behaviors as well as emergency behavioral restraint usage.

Update: Advocacy Services informed FDC administration of consolidation concerns at their meeting with administration. We were informed Fairview began a central staffing office which will provide the staffing assignments across the board. Administration indicated this will allow all staff to get to know other consumers outside of their regular

assignment. FDC is also looking at behaviors and trends so they can adequately meet the needs of consumers while closure and consumer movement continue. Advocacy services will continue to discuss this issue as necessary.

Porterville

Physical Assaults: Incidents of client on client verbal and physical assault have risen over the last fiscal year in the secure treatment area (STA). Client assault on staff have seen a slight increase also. The administration and staff have been working to identify the causes and effects of this increase. The increase in clients coming to PDC, to obtain court competency (commitment code 1370.1 – incompetent to stand trial), may be a contributing factor. Another issue is movement. There are two units, in the STA (Program 7), that have been relocated so that the older units are “upgraded”. Historically, assault numbers are higher in Program 8. These are mostly individuals who are here under the Welfare and Institutions Code Section 6500 (danger to self and others). Some of the clients have been in jail, prison, the streets, have a history illegal drug abuse, refuse medications, and/or have been involved in gang activity.

Update: PDC has implemented a new program CMIT (Crisis Management Intervention Technique), mandatory for all staff, to aid in the prevention of escalation and injury to clients and staff. A noted increase in contraband including drugs, weapons, needles, etc. were found in the STA this past reporting period. Increased supervision occurred after noting trend.

Client Immediate Protection Plan (CIPP): CIPP is an increased supervision protocol for consumers. Generated for a variety of reasons including, but not limited to, the following: medical conditions-flu, allergies, injuries, etc., behavioral issues; stealing from others, being out of area without staff knowledge, assaulting others, injuring self, emotional instability, recent death in the family, known during the holidays, pending court hearings and any other issue(s) that the team feels might require monitoring. Increased supervision is designed to be individualized and responsive to the consumers’ needs. Since the implementation of the idea of increased supervision, it has evolved into 24 Hour supervision (referred to as 1:1). Twenty-four hours has become the standard time for increased supervision, and when increase supervision is extended, it is routinely extended for another 24 hours. The implementing staff document the time it was started and staff use this time as the measure for when the supervision will be lifted, instead of making a clinical assessment that is individualized for each consumer.

Update: There has been a notable decrease in CIPP usage for all 24 hours.

Community Placement: Regional Centers are developing community placement resources for consumers from the general treatment area (GTA) and STA, as per the ongoing closure process. Consumers are progressing through program plans and finding that lesser restrictive environments are not readily available. Regional Centers have the responsibility to create living options that serve the needed supports and services. Frequently, Regional Center staff state that there are limited resources in their areas to place consumers that reside in the STA at PDC. There are consumers in the STA that are ready for placement and are waiting for their Regional Center to find an appropriate lesser restrictive placement.

Update: There was a notable increase in transition activity for GTA activity this reporting period.

Highly Restrictive Interventions (medications and restraint) and using medications to control behaviors:

The CRA is a member of the Human Rights Committee (HRC) who, in conjunction with the Behavioral Management Committee (BMC), reviews all highly restrictive programs. This committee meets weekly. Many of the behavior modification plans stay the same year after year with the only change being in the type or amount of medication used to attempt to control inappropriate behavior. At times, the dose exceeds the recommended FDA limits and in the past, very few had medication reduction plans. The CRA consistently advocated for the implementation of medication reduction plans or justification for not implementing reduction as per federal guidelines. Porterville Developmental Center has implemented policies to ensure that the federal guidelines for medication reduction plans are addressed. The facility has also addressed the use of poly-pharmacy and moved to have a “cleaner” pharmacological plan that attempts to meet the needs of the consumer.

Update: As of this reporting period, medication reduction plans have become the norm for HRC/BMC review. Plans are consistently falling within the federal guidelines of minimum effective dose. CRA will continue to monitor.

Translation services: Some clients are in need of a translator on a continual basis in order to achieve IPP goals and objectives. Some clients’ families would benefit from a translator for meetings and other events at PDC.

Update: A staff person at PDC who provided translation services has retired. The CRA collaborated with PDC administration to access an outside translation service to assist as needed on campus.

Sonoma

During the past reporting period, fiscal year July 1 2016 to June 30 2017, the following events and issues were raised at SDC:

The Sonoma Developmental Center has been slated for closure by the end of 2018.

The Northern Star Acute Crisis Unit, since its inception in February of 2015, has served numerous individuals from around the state. During this time some individuals filed a writ of habeas corpus (a request for release) to be heard in court. Because some of the clients served at the crisis unit live outside Sonoma County the cases are adjudicated in the superior court in the county the person was originally committed to SDC. This has presented new challenges for all involved and has exposed deficits in the crisis system. At times, the superior court system that originally committed the individual to the developmental center is unaware of services offered at SDC and the community. In response, the CRA contacted various Public Defenders from Bay Area counties in an attempt to educate them on what the Northern Star and regional center options include. The CRA facilitated greater communication between the Public Defender's office and the clients at SDC. Confusion in interpretation of the law committing Star clients has delayed some cases. This CRA has had to provide court officials with Lanterman Act information to address the changes in commitment specifically for the acute crisis units.

The CRA advocated strongly for better support systems for clients nearing the thirteen-month time limit set by state law for the program. Some regional centers are unprepared to receive the client after the entire time period. Housing, psychiatric and medical supports are not always clearly defined by the time of discharge. These systematic deficits greatly work against all the progress individuals have gained while at the Northern Star unit.

As the Developmental Center population has decreased, day programs have been greatly affected. The CRA was informed of ICF clients not able to attend day programs as written in the Individual Program Plan. Upon investigation the CRA was informed that as clients leave to the community the unit staff assigned to those clients no longer are assigned to support day programming activities. Instead the staff are assigned to other areas of support on campus leaving the day program short of staff. This CRA met with the executive team and requested for regular day program reports indicating what was cancelled and the reason. The CRA is actively monitoring the situation. The facility has taken steps to hire two classifications other than Psychiatric Technicians and Psychiatric Technician Assistants. Now College Student Assistants and Certified

Nursing Assistants have been hired. The CRA has engaged with the new people in these classifications. CRA will continue to monitor and take action if non-attendance becomes systematic.

This CRA was contacted by several concerned family members seeking information on obtaining conservatorship for residents on campus. This CRA responded by referring to legal counsel in the community and attempting to educate them more on Regional Center duties and responsibilities as well as licensing agencies functions in the system outside of the DCs. Alternatives to conservatorship were provided.

In past reports, the issue of hiring qualified applicants to vital staffing positions was of concerns. Now that a closure date has been selected there has been a notable exodus of long-time employees with many years of irreplaceable experience. Pending closure status has made it difficult to recruit for some positions. Even before closure announcements, it was historically hard to attract personnel willing to re-locate to this relatively expensive part of California. Concerted efforts have been made to hire and re-staff personnel in critical areas. Job Fairs and community outreach through Craigslist and other social media have made an impact. A new factor is the Community State Staff Program that is now attracting many remaining staff that wish to continue state service in the community. In June 2017, four NF unit supervisors left and many other ancillary and level of care are taking advantage of retirement or other positions in the community.

As more and more people move into the community, training in such areas as activities of daily living and behavioral interventions have become more acute issues. As the developmental centers are considered the highest level of restriction for people with developmental disabilities in California there are interventions in place that cannot be easily replicated in the community. Although very few individuals on campus still have highly restrictive interventions in their plans, many have not had the opportunity to live in a non-congregate living situation. This can make adjusting to the wider community a challenge.

This CRA is a permanent member of the Whole Person Review (WPR) committee. The WPR functions is an extension of the Human Rights committee and comprised of community members, professionals of Interdisciplinary teams, a pharmacist, psychiatrist, senior occupational therapist and senior psychologists. During the meetings we review Individual Program Plans to ensure ID teams are taking the considerations such as HRIs and ADLs into consideration when reviewing plans for efficacy.

CRA attends community Transition Planning Meetings at the request of an individual client or ID team and now often in place of the Volunteer Advocacy Supervisor (VAS), or an advocate who cannot attend. During these TPMs, the CRA stresses the importance of working on trainings that translate into community living before the individual is transitioned.

The CRA actively consults with teams on widening greater access and unlocking areas that were historically restricted for the individuals who reside here.

The CRA assisted the center in helping to train new and returning employees. The CRA has trained individual ancillary staff, various professional groups, level of care staff and newly hired program managers in the area of rights, the Lanterman Act and my role as well as responsibilities in assisting the clients they serve.

As closure/transformation announcements were made this CRA fielded numerous questions and anxious calls from families of residents, the residents themselves and those that support the population at the DC. In response, this CRA assisted the SCDD VAS Coordinator and the DC management team to facilitate a winter Opportunity Fair. It was designed to bring local regional centers and the community service providers to come and present what is offered for this population in the local catchment areas. Feedback from those who attended was very positive and more fairs/events are being planned to continue to try and bridge gaps in misperceptions of those involved in the process of closure.

As the Developmental Center population has decreased there is less resources to serve those individuals with communication barriers. Although there are individuals' on almost every residence that could benefit from ASL or a foreign language to be spoken with them it is currently not readily available. This CRA and the SCDD VAS coordinator have advocated for such services and trainings to be offered on campus and now the DC responded by contracting with an outside interpreter service and concentrating some resources to obtain a state employed interpreter dedicated to provide ASL on campus for those in need. Unfortunately, the state interpreter has since long departed the DC to a job in the community. This continues to be a work in progress situation. Outside interpreters are again being contracted when needed.

Service and Policy Recommendations

Canyon Springs

Canyon Springs has clients who sign their own consents for treatment, medications etc. Continued effort to increase informed consent abilities for all clients should continue.

CRA continues to request up to date notification of meetings and changes to scheduled meetings from CS. Improvement noted for this reporting period.

Fairview

In order to provide continuous, seamless advocacy, we believe additional provisions for the CRA to follow consumers once placed in the community is recommended. Our VAS project follows individuals for one-year post placement. However, not all FDC consumers receive VAS services. Many consumers and their family may benefit from independent advocacy once placement in the community has occurred. We feel this may be helpful particularly if there are ongoing placement issues.

Porterville

The CRA and Advocacy services recommend increased client attendance at IPP's and Transitional IPP's. The CRA recommends continued open communication with court officials, the District Attorney and Public Defenders Offices between PDC, Porterville Regional Project, CRA, and Regional Centers.

CRA will continue to foster open communication with clients and their families and their respective Interdisciplinary Teams (IDT).

CRA will assist with planning and execution of the PDC's Community Fair by inviting families, clients, providers and other stakeholders to an information sharing event.

The scope of the human rights and behavior review committees has been only focused on behaviors that are keyed to medication. Increasing this scope to include all aspects of the client will add greater impact to recommendations from these committees.

Sonoma

It is recommended to include additional provisions in the interagency agreement for the SCDD CRA to follow other DC clients further after community placement. This is currently done by SCDD VAS. The VAS project follows clients for one year after placement into the community. There is a significant amount of DC clients that do not have family or conservators to aid in independent avocations after placement in the community. Continuity of support and services from the DC to the community would enhance greater chance of successful transition into the community.

The CRA recommends requiring interdisciplinary teams to ready clients to transition by offering more frequent outings including that include work on social skills during dining out and/or bathroom skills while using public restrooms. Also, some clients are not accustomed to being on a long transportation experience. This can be a barrier upon placement as some of the catchment areas of residents here are several hours away. Some training is occurring to address this but more is needed. Unfortunately, a campus training house has not returned to the SDC campus as planned previously, thus there is an even greater need for cross training between potential community providers and the clients living on the units. More opportunities for clients to experience the wider community are vital for a smoother transition for individuals who do not typically travel off the SDC campus.

The CRA continues to advocate open access to possessions and storage space. Limiting individuals' access to these rights will not prepare people to live in that community. The SDC Human Rights Committee plays an essential role in vetting interdisciplinary teams' plans. The committee has persuaded interdisciplinary teams to review plans with community-based access in mind. Transferring individuals with plans that cannot legally be carried out in the community without a waiver from a licensing agency does not serve the people of California.

Appendix A

APPENDIX A
CONSUMERS SERVED BY CLIENTS' RIGHT ADVOCATE
Canyon Springs Community Facility
July 1, 2016 – June 30, 2017

Primary Disability	Ethnicity	Program/ Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcomes
Mod MR Int Expl	Caucasian	CS-B	LPS Conservatorship	ICF	Assistance required to ensure rights	Advocacy Provided referral to volunteer
Mod MR Schizop	Caucasian	CS-A	LPS Conservatorship	ICF	Assistance w/work transition	Work site changed
Mod MR NOS	Caucasian	CS-A	6500	ICF	Attended behavioral team mtg	Plans developed. Transition planning to community
Mild MR Imp Ctrl	Caucasian	CS-C	LPS Conservatorship	ICF	Reviewed records	Advocacy & Writ filed. CRA attended hearing
Mild MR Anxiety	Caucasian	CS-C	LPS Conservatorship	ICF	Attended team mtg at clients' request	Writ filed. CRA attended hearing
Mild MR NOS Psych	African American	CS-C	6500	ICF	Special mtg attended	Plans developed.
Mild MR Imp Ctrl	Caucasian	CS-B	LPS Conservatorship	ICF	Assistance required to ensure rights	Advocacy Provided referral to volunteer
Mild MR Imp Ctrl	Hispanic	CS-A	6500	ICF	Attended team at client's request	Plans developed for transition planning

Mild MR NOS Psych	Hispanic	CS-A	6500	ICF	Assistance required to ensure rights	Advocacy Provided referral to volunteer
Mild MR Int Expl	Hispanic	CS-C	6500	ICF	Attended team mtg at clients' request	Writ filed. CRA attended hearing
Mild MR NOS	Caucasian	CS-B	LPS Conservatorship	ICF	Attended team at client's request	Plans developed for different work assignment
Mild MR ODD	Caucasian	CS-B	6500	ICF	Court hearing attended	Assistance w/Public Defender
Mild MR Imp Ctrl	Hispanic	CS-B	6500	ICF	Attended team at client's request	Plans developed for health care needs.
Mild MR Anxiety	Caucasian	CS-A	6500	ICF	Assistance required to ensure rights	Advocacy Provided referral to volunteer
Mild MR NOS Psych	Filipino	CS-A	LPS Conservatorship	ICF	Court hearing attended	Assistance w/Public Defender
Mild MR ODD	Caucasian	CS-A	6500	ICF	Attended team at client's request	Plans developed for transitioning into community
Mild MR Int Expl	African American	CS-A	LPS Conservatorship	ICF	Attended team mtg at clients' request	Writ filed. CRA attended initial hearing
Mild MR Imp Ctrl	Caucasian	CS-C	LPS Conservatorship	ICF	Assistance required to ensure rights	Advocacy Provided referral to volunteer
Mild MR NOS Psych	Caucasian	CS-A	LPS Conservatorship	ICF	Assistance required to ensure rights	Advocacy Provided referral to volunteer

Mod MR Int Expl	Caucasian	CS-B	6500	ICF	Assistance required to ensure rights	Advocacy Provided referral to volunteer
Mild MR Imp Ctrl	African American	CS-A	6500	ICF	Attended team at client's request	Plans developed for personal items to be returned
Mild MR NOS Psych	Hispanic	CS-B	6500	ICF	Attended team at client's request	Plans developed for off grounds work program
Mild MR Int Expl	African American	CS-B	LPS Conservatorship	ICF	Attended team mtg at clients' request	Writ filed. CRA attended initial hearing
Mild MR Imp Ctrl	Hispanic	CS-A	6500	ICF	Attended team mtg at client's request	Plans developed. Parents notified
Mild MR ODD	Hispanic	CS-A	6500	ICF	Attended team mtg at client's request	Plans developed new roommate found
Mild MR Imp Ctrl	Caucasian	CS-C	6500	ICF	Attended team mtg at clients' request	Writ filed. CRA facilitated communication between Public Defender & client
Mild MR NOS Psych	Caucasian	CS-C	LPS Conservatorship	ICF	Attended team mtg at clients' request	Writ filed on behalf of client
Mild MR ODD	Caucasian	CS-C	LPS Conservatorship	ICF	Attended team mtg at client's request	Facilitated phone call to family members
Mild MR ODD	African American	CS-C	6500	ICF	Attended team at client's request	Plans developed. Broken items to be replaced.
Mild MR NOS Psych	African American	CS-C	6500	ICF	Attended team mtg at clients' request	Writ filed. CRA attended initial hearing

Mild MR ODD	Caucasian	CS-C	LPS Conservatorship	ICF	Attended special mtg	Transition plans developed
Mild MR Imp Ctrl		CS-A	In-RE HOP	ICF	Facilitated phone call with Public Defender	Court procedure explained to client
Mild MR Imp Ctrl	Hispanic	CS-B	6500	ICF	Attended team mtg at clients' request	Facilitated phone call to family members
Mild MR ODD	Caucasian	CS-B	6500	ICF	Attended special mtg	Transition plans developed
Mild MR NOS Psych	Caucasian	CS-C	4507	ICF	Facilitated phone call with DRC	Rights reviewed. Transition plans developed
Mild MR Imp Ctrl	Hispanic	CS-C	4507	ICF	Attended special mtg	Transition plans developed
Mild MR Imp Ctrl	Caucasian	CS-C	6500	ICF	Attended team mtg at clients' request	Facilitated phone call to family members
Mild MR ODD	African- American	CS-B	6500	ICF	Attended team mtg at clients' request	Advocacy provided. Work program discussed
Mild MR NOS Psych	African American	CS-A	6500	ICF	Facilitated phone call with DRC	Rights reviewed. Transition plans developed
Mild MR NOS	Caucasian	CS-A	6500	ICF	Assistance required to ensure rights	Plans developed for day program transition
Mild MR ODD	Hispanic	CS-B	6500	ICF	Attended team mtg at clients' request	Advocacy provided. Work program discussed

Mild MR NOS Psych	Caucasian	CS-C	IN RE-HOP	ICF	Special mtg attended	Advocacy Provided referral to volunteer
Mild MR Schizo Aff	Caucasian	CS-A	6500	ICF	Attended special mtg	Facilitated phone to family members
Mild MR ODD	Caucasian	CS-B	6500	ICF	Attended team mtg at clients' request	Advocacy provided. Work program discussed
Mild MR ODD	Mixed Heritage	CS-C	6500	ICF	Attended team mtg at clients' request	Advocacy provided. Work program discussed
Mild MR Schizo-Aff	Hispanic	CS-B	6500	ICF	Attended team mtg at clients' request	Advocacy provided. Work program discussed
Mild MR Imp Ctrl	African American	CS-A	6500	ICF	Attended team mtg at clients' request	Advocacy provided. Work program discussed
Mild MR NOS Psych	Hispanic	CS-B	6500	ICF	Attended team mtg at clients' request	Advocacy provided. Work program discussed

Confidential Client Information, Welfare and Institutions Code Section 4514

APPENDIX A
CONSUMERS SERVED BY CLIENTS' RIGHT ADVOCATE
Fairview State Developmental Center
July 1st, 2016- June 30, 2017

Primary Disability	Ethnicity	Program/Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcome
DD	Caucasian	203	73	NF	CRA requested to attend TRM.	CRA attended meeting and provided support when necessary.
DD	Black	338	RMRA	ICF	CRA requested to attend special to discuss family's concerns.	CRA attended meeting and provided support when necessary.
DD	Black	338	RMRA	ICF	CRA requested to attend specials to discuss behaviors and medication.	CRA attended meeting and provided support when necessary.
DD	Black	338	RMRA	ICF	Consumer told team he wanted to leave FDC. CRA was notified.	CRA met with consumer and assisted with completing request for release.
DD	Black	338	RMRA	ICF	OC Superior Court returned writ request. CRA to meet with consumer to refile in LA	CRA met with consumer and assisted in completing new request for release.
DD	Black	338	RMRA	ICF	CRA requested to attend IPP meeting.	CRA attended meeting and provided support when necessary.
DD	Caucasian	215	RMRA	NF	CRA requested to attend TPM and TRM.	CRA attended meeting and provided support when necessary.
DD	Caucasian	216	JUDH	NF	CRA requested to attend special concerning placement.	CRA attended meeting. TPM held but provider determined they could not provide services and transition/placement suspended for this particular provider.
DD	Caucasian	338	DMR	ICF	CRA requested to attend TPM and TRM.	CRA attended meeting and provided support when necessary. Consumer moved into community.

Primary Disability	Ethnicity	Program/Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcome
DD	Caucasian	338	DMR	ICF	CRA requested to attend special to discuss return to FDC from placement.	CRA attended meeting and provided support when necessary.
DD	Caucasian	318	DMR	ICF	CRA requested by conservator to attend IPP.	CRA attended meeting and provided support when necessary.
DD	Caucasian	318	DMR	ICF	CRA requested by conservator to attend transition to vocational services.	CRA attended meeting and provided support when necessary.
DD	Caucasian	331	JUDH	ICF	CRA requested to attend special to discuss referral to a different program due to health/behavioral concerns.	CRA attended meeting and provided support when necessary.
DD	Caucasian	215	RMRA	NF	CRA requested to attend meeting regarding conservator wanting to initiate DNR.	CRA attended meeting and provided support when necessary. Case will be referred to bio-ethics committee.
DD	Caucasian	215	RMRA	NF	CRA requested to attend a special to discuss possible DNR.	CRA attended meeting and provided support as necessary. It was decided not to go forward with bioethics meeting for DNR.
DD	Caucasian	339	DMR	ICF	CRA requested to attend re-admission meeting.	CRA attended meeting and provided support when necessary.
DD	Hispanic	319	DMR	ICF	CRA was requested to attend a special to discuss a recent telephone incident	CRA attended meeting. Because consumer had threatened SLS vendor, a DOR was initiated
DD	Hispanic	319	DMR	ICF	CRA requested to attend specials regarding recent ingestion behaviors and initiation of a DOR.	CRA attended meetings and provided support when necessary. DOR put in place and restoration criteria developed. DOR has been reviewed monthly. Consumer has not met criteria.
DD	Hispanic	319	DMR	ICF	Consumer told CRA she wanted to leave FDC.	CRA met with consumer and assisted her with completing request for release.

Primary Disability	Ethnicity	Program/Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcome
DD	Hispanic	319	DMR	ICF	CRA requested to attend special to discuss home visits.	CRA attended meeting and provided support as necessary.
DD	Hispanic	319	DMR	ICF	CRA requested to attend special to discuss consumer's wish to transfer to Canyon Springs.	CRA attended meeting and provided support as necessary. Canyon Springs does not have any female openings. However a referral packet will be sent for review.
DD	Hispanic	319	DMR	ICF	CRA requested to meet with consumer to discuss another filing of a writ due to court miscommunication.	CRA met with consumer to have another request for release completed.
DD	Hispanic	319	DMR	ICF	CRA requested to attend specials regarding ongoing DOR.	CRA attended meetings and provided support when necessary. Consumer met restoration criteria and right to confidential phone calls and personal property was reinstated.
DD	Hispanic	319	DMR	ICF	CRA requested to attend meeting to discuss emergency DOR for ingestion.	CRA attended meetings and provided support when necessary. DOR was recommended to continue and restoration criteria developed for both use of personal possessions and making confidential telephone calls.
DD	Hispanic	319	DMR	ICF	CRA requested to attend specials regarding ongoing DOR	CRA attended meetings. Consumer has met restoration criteria and possessions have been returned.

Primary Disability	Ethnicity	Program/Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcome
DD	Hispanic	319	DMR	ICF	CRA requested to attend meeting to discuss emergency DOR for ingesting key.	CRA attended meetings and provided support when necessary. DOR was recommended to continue and restoration criteria developed for both use of personal possessions and making confidential telephone calls.
DD	Hispanic	319	DMR	ICF	CRA requested to attend specials regarding ongoing DOR	CRA attended meetings. Criteria has not been met.
DD	Caucasian	339	DMR	ICF	CRA requested to attend TPM and TRM.	CRA attended meeting and provided support when necessary.
DD	Caucasian	339	DMR	ICF	CRA requested to attend meeting regarding identified community provider.	CRA attended meeting and provided support when necessary.
DD	Caucasian	329	RMRA	ICF	CRA requested to attend TPM and TRM	CRA attended meetings and provided support when necessary. Consumer moved into community.
DD	Caucasian	201	RMRA	NF	CRA requested to attend TPM	CRA attended meeting and provided support when necessary.
DD	Caucasian	215	JUDH	NF	CRA requested to attend TPM.	CRA attended meeting and provided support when necessary.
DD	Caucasian	328	DMR	ICF	CRA requested to attend TPM.	CRA attended meeting. It was determined that meeting would not be a TPM as family home is not secured yet.
DD	Caucasian	428	DMR	ICF	CRA requested to attend IPP/TPM/TRM.	CRA attended meeting and provided support when necessary.
DD	Caucasian	428	DMR	ICF	CRA requested to attend follow up meeting to discuss placement home with family.	CRA attended meeting and provide support. Consumer directly discharged to community.

Primary Disability	Ethnicity	Program/Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcome
DD	Caucasian	321	RMRA	ICF	CRA requested to attend TPM and TRM.	CRA attended meeting and provided support when necessary. Consumer moved into community.
DD	Caucasian	203	JUDH	NF	CRA requested to attend special meeting to discuss DNR recommendation.	CRA attended meeting and provided support when necessary.
DD	Caucasian	336	RMRA	ICF	CRA requested to attend TPM	CRA attended meeting and provided support when necessary.
DD	Caucasian	339	LPS-DD	ICF	CRA requested to attend a special to discuss residence transfer.	CRA attended meeting and provided support when necessary.
DD	Black	338	RMRA	ICF	Consumer requested CRA to attend IPP.	CRA attended meeting and provided support when necessary.
DD	Black	338	RMRA	ICF	Consumer contacted CRA and said he wanted to leave FDC.	CRA met with consumer and told CRA he wanted to file a writ. CRA assisted consumer in completing request for release.
DD	Black	338	RMRA	ICF	CRA requested to attend specials to discuss transition objectives.	CRA attended meeting and provided support when necessary.
DD	Other Asian	328	RMRA	ICF	CRA requested to attend special regarding community living supports and services.	CRA attended meeting and provided support when necessary.
DD	Other Asian	337	DMR	ICF	CRA requested to attend pre-admit and admission meetings.	CRA attended meeting and provided support when necessary.
DD	Other Asian	337	DMR	ICF	CRA requested to attend admission meeting, 90, 120, 150, 180, 240 day review meetings	CRA attended meeting and provided support when necessary.
DD	Other Asian	337	DMR	ICF	CRA requested to attend TRM.	CRA attended meeting and provided support when necessary. Client was directly discharged into community.

Primary Disability	Ethnicity	Program/Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcome
DD	Caucasian	207	JUDH	NF	CRA requested to attend TPM.	CRA attended meeting and provided support when necessary. Consumer's medical condition has changed and is moving to program 2. Identified facility may not be meet service needs. To be reviewed in 30 days.
DD	Black	337	DMR	ICF	CRA requested to attend admission meeting, 90, 120, 150, 180, 240 day review meetings.	CRA attended meeting and provided support when necessary.
DD	Black	337	DMR	ICF	Consumer contacted CRA and said she wanted to leave FDC.	CRA met with consumer and assisted her with completing request for release.
DD	Black	337	DMR	ICF	CRA requested to attend special to discuss visits by her friend.	CRA attended meeting and provided support when necessary.
DD	Black	337	DMR	ICF	CRA requested to attend special to discuss emergency DOR for possessions that was implemented due to ingestion.	CRA attended meeting. DOR for possessions was continued. Consumer will have some possessions returned.
DD	Black	337	DMR	ICF	CRA requested to attend DOR review.	CRA attended meeting. Consumer met restoration criteria and right to possession restored.
DD	Black	337	DMR	ICF	CRA requested to attend special to discuss emergency DOR for possessions that was implemented due to exhibiting unsafe behavior.	CRA attended meeting. DOR for possessions was continued. Consumer will have some possessions returned.
DD	Black	337	DMR	ICF	CRA requested to attend DOR review meeting.	CRA attended meeting. Consumer met restoration criteria and right to possessions was restored
DD	Black	337	DMR	ICF	CRA requested to attend admission meeting, 210, 240, 270, 300, 330 review meetings.	CRA attended meeting and provided support when necessary.

Primary Disability	Ethnicity	Program/Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcome
DD	Black	337	DMR	ICF	CRA requested to attend TPM and TRM.	CRA attended meeting and provided support when necessary. Client was directly discharged into community.
DD	Caucasian	329	JUDH	ICF	CRA requested to attend TRM.	CRA attended meeting and provided support when necessary. Consumer placed in the community.
DD	Hispanic	318	DMR	ICF	Consumer told CRA he did not want to live at FDC.	CRA met with consumer and assisted with completing request for release.
DD	Caucasian	431	JUDH	ICF	CRA requested to attend TPM	CRA attended meeting and provided support when necessary.
DD	Caucasian	431	JUDH	ICF	CRA requested to attend TRM.	CRA attended meeting and provided support when necessary. Consumer placed in the community.
DD	Caucasian	428	DMR	ICF	CRA requested to attend TPM/TRM.	CRA attended meetings and provided support when necessary. Consumer moved into community.
DD	Hispanic	337	DMR	ICF	CRA requested to attend pre-admission and admission meeting.	CRA attended meeting and provided support when necessary.
DD	Hispanic	337	DMR	ICF	CRA requested to attend 330, 360 day meetings and TRM.	CRA attended meetings and provided support when necessary. Consumer moved back to the community on a direct discharge.
DD	Caucasian	318	RMRA	ICF	CRA requested to attend IPP/TRM	CRA attended meetings and provided support when necessary. Consumer moved into community
DD	Caucasian	201	RMRA	NF	CRA requested to attend special to discuss change in projected residential provider and possible DNR	CRA attended meeting. New level of care was determined; consumer will be referred to new provider

Primary Disability	Ethnicity	Program/Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcome
DD	Caucasian	201	RMRA	NF	CRA requested to attend meeting to discuss POLST and bioethics referral.	CRA attended meeting. Family signed POLST; regional center is conservator. Regional center to discuss with medical director the DNR request and will be discussed at IPP
DD	Caucasian	201	RMRA	NF	CRA requested to attend TPM.	CRA attended meeting and provided support when necessary.
DD	Caucasian	318	JUDH	ICF	CRA requested to attend TRMs.	CRA attended meetings and provided support when necessary. Provider pulled out at last TRM due to barriers created by mother.
DD	Caucasian	318	JUDH	ICF	CRA requested to attend specials to discuss transition issues.	CRA attended meeting and provided support when necessary.
DD	Caucasian	318	JUDH	ICF	CRA requested to attend IPP.	CRA attended meeting and provided support when necessary.
DD	Caucasian	318	JUDH	ICF	CRA requested to attend TPM and TRM.	CRA attended meeting and provided support when necessary. Consumer moved into the community.
DD	Caucasian	318	RMRA	ICF	CRA requested to attend TRM.	CRA attended meeting and provided support when necessary. Consumer moved into the community.
DD	Other Non-White	337	DMRH	ICF	CRA requested to attend 120, 150, 180, 210, 300 day reviews and TPM.	CRA attended meetings and provided support when necessary.
DD	Other Non-White	337	DMRH	ICF	CRA requested to attend special to discuss new medication.	CRA attended meetings and provided support when necessary.

Primary Disability	Ethnicity	Program/Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcome
DD	Other Non-White	337	DMRH	ICF	CRA requested to attend 300, 330 day reviews and TPM.	CRA attended meetings and provided support when necessary. Consumer was direct discharged into community.
DD	Caucasian	337	DMR	ICF	CRA requested to attend 30, 60, 90, 120, 150, 180, 210 day meetings.	CRA attended meetings and provided support when necessary.
DD	Caucasian	337	DMR	ICF	CRA requested to attend TPM	CRA attended meetings and provided support when necessary.
DD	Caucasian	338	DMR	ICF	CRA requested to attend special to discuss grounds access.	CRA attended meetings and provided support when necessary.
DD	Caucasian	429	LPS-DD	ICF	CRA requested to attend TRM.	CRA attended meeting and provider support when necessary. Consumer moved into community.
DD	Caucasian	430	JUDH	ICF	CRA requested to attend TPM and TRM.	CRA attended meeting and provided support when necessary. Consumer moved into the community.
DD	Caucasian	337	DMR	ICF	CRA requested to attend pre-admission and admission meeting.	CRA attended meetings and provided support when necessary.
DD	Caucasian	337	DMR	ICF	CRA requested to attend 30, 60 day meeting.	CRA attended meetings and provided support when necessary.
DD	Caucasian	318	JUDH	ICF	CRA requested to attend TPM and TRM.	CRA attended meeting and provided support when necessary. Consumer moved into community.
DD	Caucasian	318	JUDH	ICF	CRA requested to attend special as consumer returned from provisional placement.	CRA attended meetings and provided support when necessary.

Primary Disability	Ethnicity	Program/Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcome
DD	Caucasian	339	RMRA	ICF	Consumer told psychologist he wanted to leave FDC.	CRA met with consumer and assisted him with completing request for release.
DD	Caucasian	321	RMRA	ICF	CRA requested to attend TPM and TRM.	CRA attended meeting and provided support when necessary. Consumer moved into community.
DD	Hispanic	319	LPS-DD	ICF	CRA requested to attend monthly DOR review meetings.	CRA attended meetings. Right to personal possessions was restored.
DD	Hispanic	319	LPS-DD	ICF	CRA requested to attend IPP.	CRA attended meeting. CRA provided support when necessary.
DD	Hispanic	319	LPS-DD	ICF	CRA requested to attend special meeting called by family to discuss concerns.	CRA attended meeting. CRA provided support when necessary.
DD	Hispanic	319	LPS-DD	ICF	CRA requested to attend special to discuss home visits.	CRA attended meeting and provided support as necessary.
DD	Hispanic	319	LPS-DD	ICF	CRA requested to attend specials to discuss placement progress.	CRA attended meeting and provided support when necessary.
DD	Hispanic	319	LPS-DD	ICF	CRA requested to attend special to discuss emergency DOR.	CRA attended meeting. Due to dangerous behavior, DOR was continued.
DD	Hispanic	319	LPS-DD	ICF	CRA attended special to discuss current DOR.	CRA attended meetings and provided support when necessary. Consumer met restoration criteria and right to personal property was reinstated.
DD	Hispanic	319	LPS-DD	ICF	CRA requested to attend meeting to discuss emergency DOR.	CRA attended meeting. Right to possessions was restored as continuation of DOR was not recommended.
DD	Hispanic	319	LPS-DD	ICF	CRA requested to attend TPM.	CRA attended meeting and provided support when necessary.

Primary Disability	Ethnicity	Program/Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcome
DD	Hispanic	319	LPS-DD	ICF	CRA requested to attend special to discuss emergency DOR.	CRA attended meeting. Due to dangerous behavior, DOR was continued.
DD	Hispanic	319	LPS-DD	ICF	CRA was notified that consumer when in hospital indicated she wanted to leave FDC.	CRA met with consumer and assisted with completing request for release.
DD	Caucasian	203	JUDH	NF	CRA requested to attend TPM and TRM.	CRA attended meeting. CRA provided support when necessary.
DD	Caucasian	201	RMR A/M	NF	CRA requested to attend TPM.	CRA attended meeting. CRA provided support when necessary. Family filed a Richard S. Consumer placed in the community.
DD	Other Non-White	318	DMRH	ICF	CRA requested to attend special to discuss mother's request to have son placed in Northern CA.	CRA attended meeting and provided support when necessary.
DD	Other Asian	338	LPS-DD	ICF	Consumer requested CRA to attend IPP.	CRA attended meeting. CRA provided support when necessary.
DD	Caucasian	337	DMRH	ICF	CRA requested to attend a special to discuss placement options.	CRA attended meeting. CRA provided support when necessary.
DD	Caucasian	331	JUDH	ICF	CRA requested to attend TRM.	CRA attended meeting and provided support when necessary. Consumer moved into the community.
DD	Caucasian	336	JUDH	ICF	CRA requested to attend interpretive conference.	CRA attended meeting. Consumer was not indicating she wanted to leave FDC.
DD	Hispanic	330	JUDH	ICF	CRA requested to attend TPM.	CRA attended meeting. CRA provided support when necessary.
DD	Hispanic	338	RMRA	ICF	CRA requested to attend TPM.	CRA attended meeting. CRA provided support when necessary.

Primary Disability	Ethnicity	Program/Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcome
DD	Hispanic	338	RMRA	ICF	CRA requested to attend special to discuss visits from a community person.	CRA attended meeting. CRA provided support when necessary.
DD	Hispanic	338	RMRA	ICF	CRA requested to attend special to discuss TPM activities.	CRA attended meeting and provided assistance when necessary.
DD	Hispanic	338	RMRA	ICF	CRA requested to attend TRM and subsequent transition meeting.	CRA attended meeting and provided support when necessary.
DD	Hispanic	338	RMRA	ICF	CRA requested by consumer to attend IPP.	CRA attended meeting and provided support when necessary.
DD	Hispanic	338	RMRA	ICF	CRA requested to attend TPM and TRM.	CRA attended meetings and provided support when necessary.
DD	Hispanic	338	RMRA	ICF	CRA requested to attend TPM and TRM with new provider.	CRA attended meeting and provided support when necessary.
DD	Hispanic	319	DMR	ICF	CRA requested to attend special to discuss introduction of new medication.	CRA attended meeting and provided support when necessary.
DD	Hispanic	319	DMR	ICF	CRA requested to attend special regarding issues with eating and behaviors.	CRA attended meeting and provided support when necessary.
DD	Hispanic	319	LPSDD	ICF	CRA requested to attend special to discuss initiated emergency DOR and possible continuation of DOR.	CRA attended meeting and provided support when necessary. DOR will continue and will be restored if have no ingestions or attempts for 6 months. Restoration criteria met and right to possessions restored.
DD	Hispanic	319	LPSDD	ICF	CRA requested to attend DOR meeting reviews.	CRA attended meetings. Consumer continues to be on DOR as restoration criteria had not been met.

Primary Disability	Ethnicity	Program/Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcome
DD	Hispanic	319	LPSDD	ICF	CRA requested to attend special regarding Gastric sleeve procedure.	CRA attended meeting and provided support when necessary.
DD	Hispanic	319	LPSDD	ICF	Consumer contacted CRA and said she wanted to leave FDC.	CRA met with consumer and assisted her in completing request for release.
DD	Hispanic	319	LPSDD	ICF	CRA requested to attend special to discuss placement and medical procedure for weight loss.	CRA attended meeting and provided support when necessary.
DD	Caucasian	214	RMRA	NF	CRA requested to attend TPM and TRM.	CRA attended meeting and provided support when necessary. Consumer was placed in the community.
DD	Caucasian	330	RMRA	ICF	CRA requested to attend special meeting to discuss program transfer due to significant changes.	CRA attended meeting and provided support as necessary.
DD	Caucasian	330	RMRA	ICF	CRA requested to attend TPM.	CRA attended meeting and provided support when necessary.
DD	Caucasian	330	RMRA	ICF	CRA requested to attend special to discuss DNR.	CRA attended meeting and provided support when necessary.
DD	Caucasian	330	RMRA	ICF	CRA requested to attend bioethics committee meeting to discuss DNR.	CRA attended meeting and provided support when necessary. DNR approved.
DD	Caucasian	203	RMRA	NF	CRA requested to attend TRM.	CRA attended meeting and provided support when necessary.
DD	Caucasian	215	RMRA	NF	CRA requested to attend TPM	CRA attended meeting and provided support when necessary.
DD	Hispanic	339	DMR	ICF	CRA requested by conservator to attend IPP.	CRA attended meeting and provided support when necessary.
DD	Hispanic	339	DMR	ICF	CRA requested to attend TPM	CRA attended meeting and provided support when necessary.

Primary Disability	Ethnicity	Program/Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcome
DD	Hispanic	339	DMR	ICF	CRA requested to attend meeting regarding placement.	CRA attended meeting. Family does not want to go forward with identified provider at TPM. Transition has been stopped.
DD	Caucasian	329	RMRA	ICF	CRA requested to attend IPP/TPM.	CRA attended meeting and provided support when necessary.
DD	Caucasian	337	DMR	ICF	CRA requested to attend pre-admit and admission meetings.	CRA attended meeting and provided support when necessary.
DD	Caucasian	337	DMR	ICF	CRA requested to attend 30, 60, 90 day meetings.	CRA attended meeting and provided support when necessary.
DD	Caucasian	428	RMRA	ICF	CRA requested to attend TRM.	CRA attended meeting and provided support when necessary. Consumer placed in community.
DD	Caucasian	329	RMRA	ICF	CRA requested to attend TPM.	CRA attended meetings and provided support when necessary.
DD	Unknown	339	DMR	ICF	Conservator requested CRA to attend special to request 1:1 supervision.	CRA attended meeting and provided support when necessary.
DD	Unknown	339	DMR	ICF	Conservator requested CRA to attend specials to discuss 1:1 staff supervision.	CRA attended meetings and provided support when necessary.
DD	Caucasian	319	RMRA	ICF	CRA requested to attend DOR reviews.	CRA attended meeting. Consumer met restoration criteria and right to personal possessions was restored.
DD	Caucasian	319	RMRA	ICF	CRA requested to attend meetings to discuss emergency DOR for insertion behavior.	CRA attended meeting. The DOR was continued and restoration criteria developed. Consumer met criteria and right to possessions was restored.

Primary Disability	Ethnicity	Program/Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcome
DD	Caucasian	319	RMRA	ICF	CRA requested to attend special to discuss off grounds visits with family.	CRA attended meeting and provided support when necessary.
DD	Caucasian	319	RMRA	ICF	CRA requested to attend special to discuss possibility of initiating a DOR.	CRA attended meeting and provided support when necessary. DOR was not put in place.
DD	Caucasian	319	RMRA	ICF	CRA requested meeting to discuss 1:1 during consumer's private time	CRA attended meeting and provided support when necessary. Consumer will have privacy as needed
DD	Caucasian	319	RMRA	ICF	CRA requested to attend special to discuss consumer's community living preference.	CRA attended meeting. Consumer indicated San Diego is desired destination
DD	Caucasian	331	DMR	ICF	Consumer requested CRA to attend IPP.	CRA attended meeting and provided support when necessary.
DD	Caucasian	331	DMR	ICF	CRA requested to attend specials to discuss initiation of a DOR for personal possessions due to threatening behavior.	CRA attended meeting. A DOR was put in place for 30 days. Team met and DOR was modified for 90 days.
DD	Caucasian	331	DMR	ICF	CRA requested to attend DOR reviews.	CRA attended meetings. Restoration criteria has not been met
DD	Caucasian	331	DMR	ICF	CRA requested to attend specials to discuss initiation of a DOR for personal possessions due to threatening behavior.	CRA attended meeting. A DOR was put in place for 30 days. Team met and DOR was modified for 90 days.
DD	Caucasian	331	DMR	ICF	CRA requested to attend meetings to review DOR.	CRA attended meetings. Consumer continues to not meet restoration criteria.
DD	Caucasian	331	DMR	ICF	CRA requested to attend meeting to discuss new plan to help with self-control.	CRA attended meeting and provided support when necessary.

Primary Disability	Ethnicity	Program/Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcome
DD	Caucasian	331	DMR	ICF	CRA requested to attend special to discuss current residence.	CRA attended meeting. Consumer is to continue to reside on current unit. Consumer requested transfer to Canyon Springs. Meeting to be scheduled.
DD	Caucasian	331	DMR	ICF	CRA requested to attend special to discuss Canyon Springs referral.	CRA attended meeting. Regional Center will process request.
DD	Caucasian	331	DMR	ICF	Consumer told mother he did not want to live at FDC.	CRA met with consumer and assisted with completing request for release.
DD	Black	338	RMRA	ICF	CRA requested to attend TPM/TRM.	CRA attended meeting and provided support when necessary. Consumer moved into the community.
DD	Caucasian	203	RMRA	NF	CRA requested to attend a bioethics committee meeting to discuss putting a DNR in place.	CRA attended meeting. Committee agreed to DNR.
DD	Caucasian	203	RMRA	NF	CRA requested to attend TPM.	CRA attended meeting. After further discussion, team felt proposed provider would not adequately meet consumer needs. Consumer will be referred to an ARFPSHN.
DD	Caucasian	331	DMR	ICF	CRA requested to attend TPM.	CRA attended meeting and provided support when necessary.

Confidential Client Information, Welfare and Institutions Code Section 4514

APPENDIX A
CONSUMERS SERVED BY CLIENTS' RIGHT ADVOCATE
Porterville State Developmental Center
July 1st, 2016- June 30, 2017

Primary Disability	Ethnicity	Program/Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcome
Mild MR	Indonesian Caucasian	855	DMR 6500	ICF	Attended pre placement transition meeting/IPP.	Client was placed
Moderate MR	Mexican/ American	506	DMR 6500	ICF	Review of Restricted Access	Approved
Mild MR	Caucasian	713	PC 1370.1	ICF	Review of Restricted Access	Approved
Mild MR	Hispanic	715	PC 1370.1	ICF	Review of Restricted Access	Approved
Mild MR	Caucasian	854	DMR 6500	ICF	Review of Restricted Access	Approved
Mild MR	Caucasian	854	DMR 6500	ICF	Client called CRA stating he was on a victim CIPP and was advised by staff he couldn't go to the Oasis as he had requested because of safety concerns.	Client agreed with CRA to follow up with staff to find alternative time to go to Oasis and will use the client communication memo to seek out his IPC or the unit supervisor.
Mild MR	Caucasian	851	DMR 6500	ICF	Review of Restricted Access	Approved
Mild MR	Caucasian	851	DMR 6500	ICF	Attended IPP	Client participated well and was happy with the outcome.
Mild MR	Caucasian	716	PC 1370.1	ICF	Review of Restricted Access	Approved
Mild MR	Hispanic	526	DMR 6500	ICF	Review of Restricted Access	Approved
Mild MR	African American	717	PC 1370.1	ICF	Review of Restricted Access	Approved
Moderate MR	African American	851	DMR 6500	ICF	Review of Restricted Access	Approved
Mild MR	Caucasian	855	DMR 6500	ICF	Review of Restricted Access	Approved
Profound MR	Caucasian	521	RMRA 75	ICF	Review of Restricted Access	Approved
Mild MR	Caucasian	851	DMR 6500	ICF	Client called CRA stating the holiday season is not the best for him as he lost his mother years ago at around this time of the year	CRA learnt from client that he had identified staff that support him well during this period and had no concerns. CRA provided emotional support.
Profound MR	Caucasian	536	RMRA 75	ICF	Review of Restricted Access	Approved

Primary Disability	Ethnicity	Program/Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcome
Mild MR	Hispanic	852	DMR 6500	ICF	Client has regular phone/voice mail contact with CRA office.	Communication and support provided
Mild MR	Hispanic	852	DMR 6500	ICF	Client called the CRA office and left a voicemail for update on status	Support provided
Mild MR	African American	854	DMR 6500	ICF	Review of Restricted Access	Approved
Mild MR	Hispanic	715	PC 1370.1	ICF	Review of Restricted Access	Approved
Mild MR	Spanish/Latin	708	PC 1370.1	ICF	Review of Restricted Access	Approved
Moderate MR	Caucasian	718	PC 1370.1	ICF	Review of Restricted Access	Approved
Mild MR	Hispanic	854	DMR 6500	ICF	Review of Restricted Access	Approved
Moderate MR	African American	506	DMR 6500	ICF	Review of Restricted Access	Approved
Mild MR	Hispanic	526	DMR 6500	ICF	Review of Restricted Access	Approved
Mild MR	Hispanic	715	DMR 6500	ICF	Review of Restricted Access	Approved
Mild MR	African American	713	PC 1370.1	ICF	Review of Restricted Access	Approved
Profound MR	Caucasian	521	RMRA 75	ICF	CRA Attended a Special IPP regarding reinstatement of denial of rights	Team agreed to reinstate denial of rights
Profound MR	Caucasian	130	RMRA 95	NF	Postural Support Review	Approved
Mild MR	African American	717	PC 1370.1	ICF	Review of Restricted Access	Approved
Mild MR	Caucasian	852	DMR 6500	ICF	Client called CRA seeking assistance to have his new bed changed; claiming it hurts his ribs and it is not safe for him because he had a fall recently.	CRA called unit supervisor and was advised that client has not had a new bed assigned to him. Further investigation revealed new beds for others on unit. Staff to follow up with client to address other concerns.
Mild MR	African American	505	DMR 6500	ICF	Review of Restricted Access	Approved
Mild MR	African American	505	DMR 6500	ICF	Investigation for right to receive mail, reasonable amount of money and vocational choice.	Investigation conducted; client content with review and recommendations

Primary Disability	Ethnicity	Program/Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcome
Mild MR	African American	852	DMR 6500	ICF	Review of Restricted Access	Approved
Mild MR	Caucasian	526	DMR 6500	ICF	CRA attended meeting regarding transfer of consumer to another residence within program	Team and Consumer discussed the benefits and opportunities with consumer. Consumer in agreement with transfer.
Profound MR	Caucasian	177	RMRA 75	ICF	Postural Support Review	Approved
MR	Hispanic	715	PC 1370.1	ICF	Review of Restricted Access	Approved
Moderate MR	Caucasian	718	PC 1370.1	ICF	Review of Restricted Access	Approved
Mild MR	African American	851	DMR 6500	ICF	Review of Restricted Access	Approved
Mild MR	African American	851	DMR 6500	ICF	Client called CRA requesting CRA to be present in court for his hearings.	CRA attended all court hearings at Porterville Court.
Mild MR	Caucasian	855	DMR 6500	ICF	Review of Restricted Access	Approved
Profound MR	Hispanic	525	DMR 6500	ICF	Review of Restricted Access	Approved
Mild MR	Hispanic	716	PC 1370.1	ICF	Review of Restricted Access	Approved
Severe MR	Hispanic	525	RMRA 95	ICF	Review of Restricted Access	Approved
Mild MR	Caucasian	856	DMR 6500	ICF	CRA requested to attend client's IPP meeting.	CRA participated in client's annual IPP meeting.
Mild MR	Caucasian	718	DMR 6500	ICF	Review of Restricted Access	Approved
Mild MR	Caucasian	716	DMR 6500	ICF	Review of Restricted Access	Approved
Mild MR	Hispanic	506	PC 1370.1	ICF	Review of Restricted Access	Approved
Mild MR	African American	713	PC 1370.1	ICF	Review of Restricted Access	Approved
Mild MR	African American	716	RMRA 95	GAC	Review of Restricted Access	Approved
Profound MR	Caucasian	178	DMR 6500	ICF	Postural Support Review	Approved
Mild MR	Caucasian	855	RMRA 95	NF	Client called CRA, complained that staff are not allowing him to clean his room and he'd prefer to do it, not the janitor.	Client advised of staff duty then stated he'd like to discuss this at his next IPP and will ask CRA to be invited when the date is set.

Primary Disability	Ethnicity	Program/Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcome
Profound MR	Caucasian	130	RMRA 95	NF	Bio-Ethics review	Approved
Moderate MR	Poly/Tongan	718	PC 1370.1	ICF	Review of Restricted Access	Approved
Moderate MR	African American	851	RMRA 75	ICF	Review of Restricted Access	Approved
Profound MR	Caucasian	536	RMRA 95	ICF	Review of Restricted Access	Approved
Mild MR	Hispanic	714	DMR 6500	ICF	Client called CRA to inquire about his next court date and requested a copy of the notice be provided with to him once issued.	CRA notified client of the next court date by providing client with a copy of the notice upon its issue and distribution.
Autistic	Caucasian	526	DMR 6500	ICF	Review of Restricted Access	Approved
Mild MR	Hispanic	853	RMRA 95	ICF	CRA received notice that client had made an allegation of physical abuse by staff.	CRA made follow up call to staff psychologist; client recanted allegation, as per staff psychologist.
Mild MR	African American	851	PC 1370.1	ICF	Review of Restricted Access	Approved
Mild MR	Hispanic	855	PC 1370.1	ICF	Review of Restricted Access	Approved
Mild MR	Latin	713	PC 1370.1	ICF	Client's wife called CRA office to complain of restricted visits in the month of November, 2016. CRA followed up with client and his wife and was advised by client that the complaint had been made by client to staff. Client also complained of staff not treating him fairly. Client requested CRA organize a mediation.	CRA arranged for and facilitated mediation, upon client request, between client and unit staff. Issues addressed and resolved amicably. CRA followed up on client request to have visits restrictions lifted with program staff and the ED. Notice of complaint was done but client left PDC before process was initiated.
Moderate MR	Hispanic	854	DMR 6500	ICF	Review of Restricted Access	Approved
Moderate MR	Hispanic	715	DMR 6500	ICF	Review of Restricted Access	Approved
Mild MR	Hispanic	853	RMRA 95	ICF	CRA requested to attend IPP meeting.	CRA participated in client's IPP meeting.

Primary Disability	Ethnicity	Program/Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcome
Mild MR	Caucasian	505	DMR 6500	ICF	Review of Restricted Access	Approved
Mild MR	African American	716	RMRA 75	ICF	Review of Restricted Access	Approved
Mild MR	Caucasian	505	DMR 6500	ICF	Review of Restricted Access	Approved
Borderline /Mild MR	Caucasian	716	PC 1370.1	ICF	Review of Restricted Access	Approved
Mild/Mode rate MR	Hispanic	178	RMRA 75	NF	Review of Restricted Access	Approved
Profound MR	Caucasian	132	PC 1370.1	ICF	Postural Support Review	Approved
Mild MR	African American	716	RMRA 95	ICF	Review of Restricted Access	Approved
Mild/Mode rate MR	Hispanic	178	RMRA 75	NF	Review of Restricted Access	Approved
Mild MR	African American	715	RMRA 75	ICF	Called CRA to notify us that another client is staring at him outside his window and staff are always staring at him when he's on the phone and looking at him while he's in his room	Spoke to Unit Supervisor and they said that consumer has been having more hallucinations. Medications and dosage levels reviewed
Profound MR	Caucasian	523	RMRA 75	ICF	Review of Restricted Access	Approved
Mild MR	Hispanic	716	DMR 6500	ICF	Review of Restricted Access	Approved
Moderate MR	Caucasian	505	RMRA 95	GAC	Review of Restricted Access	Approved
Moderate MR	Caucasian	716	DMR 6500	ICF	Review of Restricted Access	Approved

Primary Disability	Ethnicity	Program/Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcome
Mild MR	Caucasian	717	PC 1370.1	ICF	Review of Restricted Access	Approved
Mild MR	Hispanic	716	PC 1370.1	ICF	Review of Restricted Access	Approved
Moderate MR	African American	716	PC 1370.1	ICF	Review of Restricted Access	Approved
Mild MR	Caucasian	854	DMR 6500	ICF	Review of Restricted Access	Approved
Severe MR	Caucasian	536	PC 1370.1	ICF	Bio- Ethics Review	Recommendations made; forwarded to ED
Mild MR	Caucasian	715	PC 1370.1	ICF	Review of Restricted Access	Approved
Mild MR	Hispanic	716	PC 1370.1	ICF	Review of Restricted Access	Approved
Mild MR	Hispanic	716	PC 1370.1	ICF	Client contacted CRA to assist in contacting unit psychologist	Spoke with Dr. and confirmed their next communication. Notified consumer
Mild MR	African American/ Hispanic	709	PC 1370.1	ICF	Consumer notified CRA that he wanted to be tested again and be allowed to go to court.	Communicated with IPC and followed up with client
Mild MR	Hispanic	715	DMR 6500	ICF	Review of Restricted Access	Approved
Mild MR	Puerto Rican	853	DMR 6500	ICF	Client called CRA and claimed staff denied him a smoke break because of his behaviors and wanted CRA to intervene on his behalf.	CRA spoke with staff and client. Resolution found
Moderate MR	African American	709	PC 1370.1	ICF	CRA invited to client's Special IPP meeting to review medications	CRA facilitated mediation discussion and requested a rescheduling of the meeting for both sides to better prepare and reformat meeting in order to better address concerns raised conservator.
Moderate MR	African American	709	PC 1370.1	ICF	CRA in court for client's hearing.	Hearing conducted; additional court date set

Primary Disability	Ethnicity	Program/Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcome
Moderate MR	Hispanic	853	PC 1370.1	ICF	Review of Restricted Access	Approved
Mild MR	Hispanic	715	RMRA 75	NF	Review of Restricted Access	Approved
Mild MR	Caucasian	506	RMRA 95	ICF	Review of Restricted Access	Approved
Mild MR	Caucasian	506	RMRA 95	ICF	DOR Meeting	Approved
Mild MR	Caucasian	506	RMRA 95	ICF	Client contacted CRA/VAS office seeking advocacy services to have some of his restricted rights restored. Meeting set up with IDT and facilitated by the VAS coordinator.	CRA participated in the Special IPP meeting; client had partial rights restored and a plan of reinstatement established for the Denial of Rights. Client participated
Mild MR	African American	855	RMRA 75	NF	Review of Restricted Access	Approved
Mild MR	African American	717	DMRH HOLD	ICF	Review of Restricted Access	Approved
Mild MR	African American	855	PC 1370.1	ICF	Review of Restricted Access	Approved
Mild MR	African American	856	PC 1370.1	ICF	Attended Special IPP/Transition and job placement	Initiate referral to CSDC and new job placement
Mild MR	Caucasian	851	DR 6500	ICF	Client called CRA and asked to be assigned an advocate.	CRA notified VAS coordinator about client's request for an advocate.
Mild MR	Hispanic	717	DMR 6500	ICF	Review of Restricted Access	Approved
Profound MR	Caucasian	523	DMR 6500	ICF	Review of Restricted Access	Approved
Severe MR	Hispanic	523	DMR 6500	ICF	Review of Restricted Access	Approved
Mild MR	African American	855	PC 1370.1	ICF	CRA met with client in unit, client complained about delayed deliveries of his packages once they reach PDC.	CRA met with the PD who inquired from OPS who confirmed no packages currently at PDC for client. Client has only one past case of suspicious package delivery.
Mild MR	African American	854	DMR 6500	ICF	Review of Restricted Access	Approved

Primary Disability	Ethnicity	Program/Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcome
Mild MR	Native American	718	RMRA 75	ICF	Contacted CRA and stated that staff won't let him get his water for programming, and they were rushing him out the door to program.	Contacted Unit Supervisor and they will called the Unit and was told that client was not ready when it was time to leave and they told him he could get water once he arrived.
Mild MR	Caucasian	852	DMR 6000	ICF	Review of Restricted Access	Approved
Mild MR	Caucasian	852	PC 1370.1	ICF	Review of Restricted Access	Approved
Mild MR	Hispanic	716	DMR 6500	ICF	Review of Restricted Access	Approved
Moderate MR	Hispanic	129	PC 1370.1	ICF	Postural Support Review	Approved
Profound MR	Caucasian	536	DMR 6500	ICF	Review of Restricted Access	Approved
Profound MR	Caucasian	536	PC 1370.1	ICF	Review of Restricted Access	Approved
Mild MR	Caucasian	506	RMRA 75	ICF	Review of Restricted Access	Approved
Mild MR	African American	717	PC 1370.1	ICF	Review of Restricted Access	Approved
Profound MR	Caucasian	130	DMR 6500	ICF	Postural Support Review	Approved
Mild MR	African American	716	RMRA 95	ICF	Review of Restricted Access	Approved
Mild MR	African American	852	DMR 6500	ICF	Review of Restricted Access	Approved
Mild ID	African American	714	PC 1370.1	ICF	Abuse allegation received; investigation	CRA made mandatory notifications to the unit supervisor in person and PDC serious Events Notifications by phone, completed a General Event Report and affidavit.

Primary Disability	Ethnicity	Program/Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcome
Mild ID	African American	714	PC 1370.1	ICF	Client requested CRA contact.	CRA contacted client; status update on client concerns
Mild ID	African American	714	PC 1370.1	ICF	Abuse allegation received; investigation	CRA made mandatory notifications and generated a General Event Report.
Mild ID	Hispanic/Latin	718	PC 1370.1	ICF	Client called CRA and stated that he was unwell and had not been able to be attended to by staff. CRA asked client where he was calling from and stated that he was at the unit. CRA informed client that unit staff will be notified immediately and he should not move from his location till he is attended to.	CRA called unit and spoke to staff who stated that client had just been seen by a doctor and he DMR not agree with the treatment. Staff reported that client was displaying behaviors at the moment and that unit staff were aware of his condition and monitoring
Mild ID	Caucasian	851	DMR 6500	ICF	CRA received unclear voicemail from client. CRA investigated	CRA reviewed the Daily Report and followed up with client and his IDT. No outstanding issues.
Mild ID	Hispanic	852	DMR 6500	ICF	CRA received a voicemail from the client's unit but it was unclear who called asking to speak to "the social worker".	CRA spoke to unit IPC and confirmed that it was this client who called and it was about a pending Therapeutic Leave meeting. Met with client to discuss.
Profound ID	Caucasian	130	RIDA 75	NF	Medical Restraints/ Postural Supports Approval	Approved (till 02/02/2018)
Mild ID	Caucasian	505	DMR6500	ICF	DOR Review/ Continuation	Approved (till 03/03/2017)
Mild ID	African American	856	PC 1370.1	ICF	Client called CRA and stated he'd like to talk to his sister and have her visit him.	CRA emailed client's SW requesting assistance to address client request.
Mild ID	Caucasian	851	DMR 6500	ICF	Update on client vocational choice	Shared information with VAS staff
Mild ID	Hispanic	852	DMR 6500	ICF	Client called CRA's Office over several days and left voicemails, none of which could be understood.	Client has a tendency to leave similar voicemails with no issue arising or follow up needed.

Primary Disability	Ethnicity	Program/Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcome
Mild ID	Hispanic	852	DMR 6500	ICF	Client called CRA's and when asked what assistance he wanted. Client stated he just wanted to leave a voicemail.	Client was speaking unintelligibly and CRA asked client how he'd be of assistance but client stated he just wanted to leave a voicemail. Voicemail received; CRA visited client on unit; update on IPP status
Profound ID	Caucasian	130	RIDA 75	NF	Medical Restraints/ Postural Supports Approval	Approved (till 01/01/2018)
Mild ID	Caucasian	852	DMR 6500	ICF	CRA received voicemail from client stating that he's being denied physical therapy and wants CRA to notify his IPC.	CRA contacted staff. Physical therapy was closed out successfully with follow up instructions left. Communicated with client the next phase of services
Mild ID	Caucasian	852	DMR 6500	ICF	CRA received call from client complaining about peer	CRA emailed both units' supervisors and made follow up call to unit. Communication with client
Mild ID	Caucasian	852	DMR 6500	ICF	Client called seeking to talk to VAS Coordinator. Client was informed that VAS coordinator is retired. Client wanted to know what she'd do with his cases.	CRA/Acting VAS Coordinator met with client at his unit to address the concerns he had and he stated that he did not need any further assistance.
Mild ID	Caucasian	852	DMR 6500	ICF	CRA met with client at the home unit to follow up on his query about his "cases."	Client informed CRA that he no longer needed assistance and has taken care of the matter.
Mild ID	Caucasian	852	DMR 6500	ICF	CRA received call from client about him not liking getting his insulin shots.	CRA informed client's IDT of the feedback from client and they addressed the matter via IPP meeting
Mild ID	African American	505	DMR 6500	ICF	Client called CRA stating that she has been denied "a voucher"	Voucher information received
Mild ID	African American	505	DMR 6500	ICF	Client stated that she does not like living at the unit she is in.	CRA met with client. Client to move within a month

Primary Disability	Ethnicity	Program/Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcome
Mild ID	African American	505	DMR 6500	ICF	Request to meet client at her worksite to follow up on recent contact on her desire to move to another unit and seek an update on the progress of her community placement,	Update provided; communication with staff
Mild ID	African American	715	PC 1370.1	ICF	DOR Initial Review	Approved
Mild ID	African American	715	PC 1370.1	ICF	DOR Review	Rights restored
Mild ID	African American	851	DMR 6500	ICF	Review of Restricted Access	Approved
Mild ID	African American	851	DMR 6500	ICF	Requested for CRA to attend court hearing	CRA attended client's Court hearing, which was adjourned to early March following request by the D.A.
Mild ID	African American	851	DMR 6500	ICF	Client invited CRA to his IPP meeting.	CRA attended and participated in client's IPP.
Mild ID	African American	851	DMR 6500	ICF	CRA received contact from VAS coordinator and client's IPC (Re: client wants a new SC assigned by Regional Center).	Advocacy services provided by CRA. RC assigned the client to a new caseworker.
Mild ID	African American	851	DMR 6500	ICF	Client called CRA to inquire on status of community placement.	Update provided; gave client direct access information for up to date information
Mild ID	African American	851	DMR 6500	ICF	Client called CRA and queried when the next team meeting will be held, his next court date as well as updates on his transition planning.	CRA informed client that the Individual Program Coordinator is the person who'd furnish him with the information and that the Court notice has not been given.
Mild ID	Caucasian	856	DMR 6500	ICF	Client called CRA and left a voicemail seeking to have a meeting. CRA met with client at his work site and client requested advocacy to have discussions on community placement and therapeutic leave be included in his upcoming IPP meeting.	CRA provided advocacy services on behalf of the client by submitting his request via email to his IP and Social Worker. Both staff acknowledged receipt of the email and sent notifications to his IDT.

Primary Disability	Ethnicity	Program/Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcome
Mild ID	Caucasian	856	DMR 6500	ICF	CRA received request from client to discuss IPP services	CRA visited client at his residential unit. Individual advocacy done on program needs.
Mild ID	Caucasian	856	DMR 6500	ICF	CRA received request from client re IPP services	CRA visited client at his residential unit. Individual advocacy done on program needs.
Mild ID	Caucasian	856	DMR 6500	ICF	CRA received call from client who complained that unit staff won't let him walk to work by himself because there is no staff or golf cart available to get him there. Client stated he was always able to walk to work from his previous unit and this new unit was supposed to give him more independence.	Client will walk to work.
Mild ID	Caucasian	856	DMR 6500	ICF	Client called and asked CRA's to advocate for him to have an overnight visit with his family and later requested CRA involvement in upcoming Special IPP to review his Therapeutic Leave request.	CRA notified client's team of the request and asked to be included in the deliberations. CRA received invite to the meeting from social worker and participated. Advocacy services provided, client, family and team satisfied with the outcome.
Mild ID	Caucasian	856	DMR 6500	ICF	Review of unit change	IDT team meeting attendance; move completed
Mild ID	Caucasian	856	DMR 6500	ICF	CRA met with client at the worksite on a meet-and-greet visit. Client asked CRA inquired as to Regional Center (RC) presence at his Court hearings.	RC contacted.
Mild ID	Caucasian	856	DMR 6500	ICF	RC contact to transfer client to another RC	CRA contacted both Transfer Coordinators of the RCs and requested the client and family be furnished with the transfer procedures.

Primary Disability	Ethnicity	Program/Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcome
Mild ID	Caucasian	856	DMR 6500	ICF	CRA contacted the client's regional center and advocated for transfer of his file to the regional center where the client's family resides.	Regional center staff responded after several attempts to the advocacy requests and initiated client's file transfer. CRA passed on updates of the notifications to IDT and client.
Mild ID	Caucasian	718	DMR 6500	ICF	CRA met with client at the unit. Client stated he is okay but wants to be assigned a different volunteer advocate.	CRA follow up with VAS coordinator and supervisor to address client's request for possible reassignment of advocate.
Mild ID	Caucasian	718	DMR 6500	ICF	CRA emailed the PD requesting an update on follow up on client's services and supports from last week.	PD responded to CRA email with updates from IDT on steps taken to provide supports and services to client following his father's death.
Mild ID	Caucasian	718	DMR 6500	ICF	Client reported some concerns with two peers to CRA. CRA obtained client's consent to notify key IDT members about the concerns.	CRA provided advocacy services with the Unit SPT. CRA met with client and his worksite supervisor to address concerns at worksite. Emotional support provided to client.
Mild ID	Caucasian	718	DMR 6500	ICF	Client left CRA voicemail claiming that staff were denying him lunch.	CRA called unit and spoke to staff who spoke to client, who confirmed with staff that he had eaten lunch. CRA asked client to call back if further assistance was required.
Mild ID	Caucasian	718	DMR 6500	ICF	Client asked CRA to participate in his upcoming IPP meeting.	CRA attended and participated in the client's IPP meeting.
Mild ID	Caucasian	718	DMR 6500	ICF	Client called CRA office to inquire who the new volunteer advocate is.	Email sent to VAS coordinator to inform client of the changes being made.

Primary Disability	Ethnicity	Program/Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcome
Mild ID	Caucasian	851	DMR 6500	ICF	Client seeking a meeting at his unit. Client alleged verbal abuse by staff to CRA.	CRA made mandatory notifications and prepared GER, submitted an affidavit to OPS for action: investigation conducted.
Mild ID	Caucasian	851	DMR 6500	ICF	Client notified CRA of wanting a meeting to get clarity on something regarding rights and privileges.	CRA met with client at unit. Client wants to go to church every Sunday morning. CRA emailed IPC and SW asking for a follow up on the client's request.
Mild ID	Caucasian	851	DMR 6500	ICF	CRA received two contacts from client stating he wanted to talk to someone.	Contact made. No present issues.
Mild ID	Caucasian	851	DMR 6500	ICF	CRA received voicemail from client requesting to have a meeting.	CRA met with client at his unit, he wants to learn a new language. CRA emailed his IPC to follow up on request.
Mild ID	Caucasian	851	DMR 6500	ICF	CRA received voice mail from client requesting a call back or visit to meet with him.	CRA met with client at the residential unit. Follow up on the progress of his request to learn a new language.
Profound ID	Caucasian	130	RIDA 95	NF	CRA received serious incident notification with no name but unit number. Reported stated that the client's trach had dislodged.	CRA visited unit and was informed by staff on duty it was this client who had their trach dislodged. Client is stable
Profound ID	Caucasian	130	RIDA 95	NF	Social Worker called CRA to inquire on the client's current advocacy services.	CRA provided Social Worker with the name of the client's volunteer advocate.
Mild ID	Hispanic	714	DMR 6500	ICF	Client called CRA asking if he had a Court hearing coming up. CRA reviewed court calendar. Client requested a copy be mailed to his unit supervisor so he can get a printout.	CRA forwarded the email with client's Court hearing document to the unit supervisor with a request for a printout of the Court notice be provided to client.
Mild ID	Hispanic	714	DMR 6500	ICF	Client left a voicemail for CRA asking if he could get a copy of his next Court hearing notification sent to him at his unit.	CRA forwarded the client request via email.

Primary Disability	Ethnicity	Program/Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcome
Mild ID	Hispanic	714	DMR 6500	ICF	Client called CRA asking for his next Court hearing notification.	CRA printed out the Court hearing notification and hand delivered it to the client at his unit, as requested.
Mild ID	Hispanic	714	DMR 6500	ICF	Client called CRA seeking clarification on a handwritten note on the next court hearing.	CRA met with client at unit. CRA agreed with client to email Tulare PD office to inquire what the writing meant.
Mild ID	Hispanic	714	DMR 6500	ICF	Client called CRA to inquire on the feedback from Tulare PD regarding query made last week.	CRA following up with PD.
Mild ID	Hispanic	714	DMR 6500	ICF	Client left CRA a voicemail asking for a call back on any updates.	CRA printed and delivered to client the Court Sentencing Report. Discussion provided
Mild ID	Hispanic	714	DMR 6500	ICF	Client called CRA and requested the Riverside Court documents from January 2017 to present.	CRA printed out the two Court documents that client requested and delivered to client at his residential unit. Discussion provided.
Mild ID	Hispanic	714	DMR 6500	ICF	Client called CRA to provide an update on how he was progressing.	Client was transferred to a less restrictive unit at PDC and he's satisfied with the move.
Mild ID	African American	855	DMR 6500	ICF	CRA received call from client. Complaint of having been assigned 1:1 supervision without any explanation given by unit staff. Client claimed that nothing had happened to prompt this.	CRA called unit staff and they reported they were just following an administrative directive. CRA followed up with administration.
Mild ID	African American	851	DMR 6500	ICF	Attended client's Court hearing.	Client committed to PDC (RE: 6500)
Severe ID	Caucasian	177	RIDA 95	ICF	Review of Medical Restraint Authorization for 1 day	Approved

Primary Disability	Ethnicity	Program/Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcome
Mild ID	African American	853	RIDA 75	ICF	Client left voicemails and called CRA, made allegations against staff of unfair treatment, providing contraband to other client and inappropriate conduct with another client.	CRA interviewed client at the unit and submitted a GER as well as written statements to PDC OPS. Investigation proceeded into the matter, follow up done by CRA through IDT meeting.
Mild ID	African American	853	RIDA 75	ICF	CRA received voicemail from client stating that his IPC had informed him he may be transferred to another unit, wants CRA to let IPC know that he'd like to transfer.	CRA emailed client's IPC and Program Director to inform them of the client call and stated wish to be transferred to unit 56 when his IDT meets to discuss this.
Mild ID	African American	853	RIDA 75	ICF	Client called CRA to discuss possible false report made by staff against client.	CRA advised client to submit a request to see his IPC or other available staff using the client communication memo so that these concerns could be looked into at the unit asap. Client agreed
Mild ID	African American	853	RIDA 75	ICF	Client left voicemails about a purchase order he made and one item was missing when received	CRA met with client and unit staff who said she will follow up with the PM shift in order to see what the inventory list stated and/or if the item will be delivered separately at a later date. Item located.
Mild ID	African American	853	RIDA 75	ICF	CRA received voicemail from client stating he was falsely alleged against for shouting at others in the hallway when he was on the phone talking to his ailing grandmother who is hospitalized.	CRA contacted unit supervisor who stated he had spoken to client after the event and given him emotional support. CRA encouraged staff to find ways of having no clients around the foyer area when clients are making calls.

Primary Disability	Ethnicity	Program/Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcome
Mild ID	African American	853	RIDA 75	ICF	Client called CRA stating that he submitted a client communication memo to have a meeting with IPC regarding his request to be moved to another unit. Client also wanted to know if CRA could get him a copy of a purchase order he submitted last week.	CRA encouraged client to give IPC time to get back to him regarding the request he made. CRA advised client to check with Trust office on his purchase order and client agreed on the action plans. Client team met and after, client was moved to another unit. Client satisfied.
Mild ID	African American	853	RIDA 75	ICF	CRA received call from client stating that the documents presented by staff to potential community placement staff during meet and greet were incomplete.	CRA encouraged client to utilize the Client Communication Memo to his IPC and Social Worker to voice his concerns and retain the copy for his next IDT meeting and/or court hearing.
Mild ID	African American	853	RIDA 75	ICF	CRA received voicemail from client stating he's been expecting a delivery of books from Eastbay. Client asked for his advocate's assistance to find out about the status of the order/delivery.	CRA emailed the unit supervisor and IPC informing them of the client's query and seeking assistance be provided to client on the matter he raised.
Mild ID	African American	853	RIDA 75	ICF	CRA received voicemail from client stating he had a complaint about his "game" being turned off by staff.	CRA met client at unit. Client stated that he is doing well and that the issue on the game was a misunderstanding that has since been resolved.
Mild ID	African American	853	RIDA 75	ICF	CRA received voicemail from client stating that the door lock to his room needs to be repaired and that his bathroom smelled" Client also wanted to talk to CRA.	CRA was unable to see client on the day of voicemail receipt and therefore sent an email to the US and PD to address concerns. CRA called the PA to follow up with client on the concerns.
Moderate ID	Hispanic	523	DMR 6500	ICF	CRA was present at the client's unit for the scheduled Transition meeting.	Meeting date set.

Primary Disability	Ethnicity	Program/Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcome
Mild ID	Caucasian	717	PC 1370.1	ICF	CRA received voicemail from client inquiring the balance on his account.	CRA notified Trust Office of client query and received response on their follow up.
Mild ID	African American	714	PC 1370.1	ICF	Review of Restricted Access	Approved
Mild ID	African American	714	PC 1370.1	ICF	Client called CRA to request unit staff be notified that he needs to talk to someone.	CRA called the unit staff and notified them of the client's request.
Mild ID	African American	714	PC 1370.1	ICF	Client contacted CRA, requested assistance to mail letters to his PD and the Judge assigned to his case.	CRA met with client at his program and unit. CRA provided supports to get client copies of the letters and mailing the originals.
Mild ID	African American	714	PC 1370.1	ICF	Client called CRA, requesting mailing envelopes and photocopies of his mail.	CRA made copies of the mail for client and dropped off mail at PDC Post Office.
Mild ID	African American	714	PC 1370.1	ICF	CRA received a voicemail from client stating he wants to talk to CRA in person about a concern	CRA visited client at his unit. Concerns noted and reviewed. Monitoring continues.
Mild ID	African American	714	PC 1370.1	ICF	CRA received voicemail from client requesting assistance to send mail out.	CRA email IPC and SW requesting client be provided with assistance to mail letter. Client given self advocacy assistance.
Mild ID	African American	714	PC 1370.1	ICF	CRA received call from client who said he has not heard back from his Social Worker despite putting in a client communication memo.	CRA emailed the social workers assigned to the program to seek assistance in identifying who is assigned to client as well as to respond to the reported request.
Mild ID	African American	714	PC 1370.1	ICF	CRA met with client at the unit while doing a meet and greet visit. CRA queried from client if the request to have mail sent was addressed the previous week.	Client informed CRA that staff had not spoken to him about it and then asked if CRA could mail the letter. CRA received the letter from client and deposited it at the DC Post Office. A copy given to client.

Primary Disability	Ethnicity	Program/Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcome
Mild ID	African American	714	PC 1370.1	ICF	CRA emailed Individual Program Coordinator and Social Worker. Re: Provide assistance to client to exercise his right to mail letters.	CRA received response from client's interdisciplinary team on action being taken to address client's needs with regards to mailing out letters. Resolved
Mild ID	African American	714	PC 1370.1	ICF	Client called CRA stating he'd like to have a letter he'd written mailed out but a copy be made for him.	CRA informed client to make the request this via client communication memo to his social worker. He stated he will.
Mild ID	Hispanic	853	DMR 6500	ICF	Client called CRA and alleged psychological abuse by two staff at the unit's kitchen during lunch.	CRA made mandatory notifications and prepared GER, submitted affidavit to OPS for investigation.
Mild ID	Caucasian	854	DMR 6500	ICF	Client called CRA stating that staff have denied him the right to buy a beverage at the vending machine. Client requested IPC to intervene.	CRA called IPC and notified her of client's request. IDT discussion re client request. Client satisfied.
Mild ID	Puerto Rican	853	DMR 6500	ICF	Client called CRA with complaints of staff redirecting him during challenging behaviours.	CRA spoke to staff who stated client had been returned to the unit for being disruptive at his worksite. Staff stated IDT meeting planned to address client's concerns.
Mild ID	Puerto Rican	853	DMR 6500	ICF	CRA asked to speak to CRA before his Court hearing began regarding placement location. CRA to facilitate communication with assigned court personnel.	Client participated well in the Court hearing. He presented himself well during the proceedings and was agreeable to the changes judge made, postponing the hearing date.
Mild ID	Puerto Rican	853	DMR 6500	ICF	Client requested unit transfer	CRA met with client at the unit and offered client assistance to convene his IDT to address this. Client stated he'll make a request today using the client communication memo to meet with his team.

Primary Disability	Ethnicity	Program/Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcome
Mild ID	Puerto Rican	853	DMR 6500	ICF	Client called CRA and stated that he had been reassigned to a new work site where he will be paid a lower rate because he was causing trouble at his previous work site.	Monitoring continued; CRA met with client to discuss options and goals for future vocation
Mild ID	Puerto Rican	853	DMR 6500	ICF	CRA met with client briefly while on a CRA units visit to check on clients' welfare.	Client told CRA he is doing well
Mild ID	Puerto Rican	853	DMR 6500	ICF	Client called CRA complaining that a staff had put him on CIPP and thereby denying him a chance to go to The Oasis.	CRA contacted unit supervisor, requested client receive supports to explain the purpose for the CIPP. CRA notified client of staff contact made.
Mild ID	Puerto Rican	853	DMR 6500	ICF	Client called CRA and stated that he was mad at a unit staff and wanted to talk to someone immediately.	CRA called unit and informed staff in charge of shift of client's concerns. Staff stated she will meet with client.
Mild ID	Puerto Rican	853	DMR 6500	ICF	Client complained of lost money order from family. CRA investigated	CRA worked with program management. Client informed.
Mild ID	Puerto Rican	853	DMR 6500	ICF	Client called CRA and stated he would like to meet with his psychologist later in the day after work.	CRA called unit staff to notify them of client request. Unit staff informed CRA that client has been seeking out someone to take him to the canteen to buy cigarettes.
Mild ID	Caucasian	714	PC 1370.1	ICF	Client contacted CRA seeking assistance with medical negligence allegation	CRA provided client with community resource contact.
Mild ID	Caucasian	715	PC 1370.1	ICF	Client called CRA and stated that he was found competent and wanted the process to get him out of PDC be expedited.	CRA emailed unit supervisor, IPC and Program Director to inform them of client request
Mild ID	Caucasian	506	DMR 6500 / 6509	ICF	Review of Restricted Access	Approved
Mild ID	Caucasian	506	DMR 6500 / 6509	ICF	DOR Review	Approved

Primary Disability	Ethnicity	Program/Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcome
Mild ID	Caucasian	506	DMR 6500 / 6509	ICF	CRA visited client at his work site to see how he's faring and informed him the VAS coordinator was out of office. IPP meeting scheduled.	IPP attended.
Mild ID	Caucasian	506	DMR 6500 / 6509	ICF	Client called asking if VAS coordinator was in but CRA advised that she was not. Client inquired if his Volunteer Advocate will attend his Special IPP today.	Client informed that CRA will be present for today's IPP Special. CRA attended and participated in client's Special IPP.
Mild ID	Caucasian	506	DMR 6500 / 6509	ICF	Client called asking if VAS coordinator was in but CRA advised that she was not. Client inquired on what progress has been made on the issues discussed at Special IPP.	CRA emailed the IPC and copied VAS coordinator to get an update on team efforts to address the DOR issues discussed at the last Special IPP.
Mild ID	Caucasian	506	DMR 6500 / 6509	ICF	CRA met with client at worksite. Client stated he is doing well and confirmed that he got to speak to VAS coordinator.	CRA informed client of follow up email sent to his IPC to get an update from his IDT on the DOR updates.
Mild ID	Caucasian	506	DMR 6500 / 6509	ICF	Denial of rights review.	Update on his DOR progress provided.
Mild ID	Caucasian	506	DMR 6500 / 6509	ICF	CRA met with client at his work site to follow up on his progress and get feedback on how things have been since his Special IPP held last week to review his DOR.	Client provided feedback on restoration plan for denial of rights.
Mild ID	Caucasian	506	DMR 6500 / 6509	ICF	CRA met with client at his worksite and received client's feedback on the recent Special IPP (DOR review.)	CRA followed up with VAS coordinator and PDC on the concerns arising from the outcome of meeting.
Mild ID	Caucasian	506	DMR 6500 / 6509	ICF	CRA met with client at work site during a meet and greet visit.	Client stated that he is satisfied with current IPP. CRA continues checking on client as he has been on increased supervision for the last three weeks, since the Special IPP meeting.

Primary Disability	Ethnicity	Program/Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcome
Mild ID	Caucasian	856	DMR 6500	ICF	Client called CRA to say he was not sure where his money was going to because he makes \$100 from his work but only gets \$12 to spend. Client wanted to know what to do.	CRA advised client to contact PDC Trust Office who would provide him with all his financial information. If any concerns arise thereafter, CRA advised client to call back CRA and seek assistance.
Mild ID	Caucasian	855	CAID 4825 / 6000	ICF	Client called CRA with peer complaints.	CRA provided support and encouraged to seek unit staff assistance
Mild ID	Caucasian	855	CAID 4825 / 6000	ICF	Client contacted CRA and indicated he had a IPP meeting coming up to talk about his community placement.	CRA informed client of another scheduled meeting at the said time. Client stated he'd be okay without CRA and he will let CRA know the outcome.
Mild ID	Caucasian	855	CAID 4825 / 6000	ICF	CRA met with client briefly at his unit to follow up on the updates from his community placement plans.	Client reported he is happy with the progress that his team is making on his community placement plans.
Mild ID	Caucasian	855	CAID 4825 / 6000	ICF	Client met with client at his unit. Client was having lunch and stated he would like CRA to participate in his IPP.	IPP attended; placement plans made
Mild ID	Caucasian	855	CAID 4825 / 6000	ICF	Client called CRA to provide update on his IPP meeting.	Client stated satisfaction with IPP outcome
Mild ID	Caucasian	855	CAID 4825 / 6000	ICF	Review of Restricted Access	Approved
Mild ID	Caucasian	855	CAID 4825 / 6000	ICF	CRA met with client at the residential unit for his Transitional Planning Meeting.	Meeting postponed
Profound ID	Caucasian	129	RIDA 75 (4653)	NF	Medical Restraints/ Postural Supports Approval	Approved
Profound ID	Caucasian	536	DMR 6500 / 6509	ICF	CRA participated in the transitional planning meeting.	Client was placed in February 2017.

Primary Disability	Ethnicity	Program/Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcome
Mild ID	Native Am.	851	DMR 6500	ICF	Client called CRA and complained that staff had violated his rights by denying him access to his pen to write a new job application, due to not participating in his program.	CRA met with client and unit staff to address the concerns and initiated a General Event Report for a rights violation to client's access to personal property and letter writing materials.
Mild ID	African American	855	DMR 6500	ICF	CRA received voicemail from client alleging staff went into his room and searched through his belongings without his consent or him being present.	CRA made mandatory notifications and prepared a General Event Report on client's rights violation. Affidavit prepared by CRA and interviewed by PDC OPS.
Mild ID	Hispanic	852	DMR 6500	ICF	CRA advocated for language/ interpretation services be provided for client.	IDT made follow up contact with CRA to ensure provision of a translator for upcoming IPP meeting.
Mild ID	African American	717	PC 1370.1	ICF	CRA received call from client who requested assistance in advocating for herself at her unit.	CRA met with client at her residential unit. Client spoke to CRA and requested for advocacy services.
Borderline to Mild ID	Caucasian	716	PC 1370.1	ICF	Client called CRA asking for assistance to be updated on his Writ, to have the unit be provided with client communication memos and to review what his rights were.	CRA emailed client's IDT and detailed the client's queries.
Borderline to Mild ID	Caucasian	716	PC 1370.1	ICF	CRA received call from client who stated that there are too many meetings he has to go to and he is not getting enough down time causing anxiety	CRA emailed the client's IDT requesting outreach be done to see how best to address the concerns raised.

APPENDIX A
CONSUMERS SERVED BY CLIENTS' RIGHT ADVOCATE
Sonoma Developmental Center
July 1, 2016 – June 30, 2017

Primary Disability	Ethnicity	Program/ Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcomes
DD	Caucasian	4/Smith	95	ICF	The CRA held an Interpretative Conference.	<i>No Writ filed</i>
DD	Caucasian	Northern Star	77	Acute Crisis	Client requested a meeting with Regional Center to discuss options for support while in community	<i>On-going</i>
DD	African American	Northern Star		Acute Crisis	TPM; Community support meeting	<i>On-going</i>
DD	African American	6/Stoneman	77	ICF	TPM; to discuss options for placement	<i>On-going</i>
DD	Caucasian	6/Stoneman	95	ICF	The CRA attended the transition planning meeting.	<i>On-going</i>
DD	Filipino	Northern Star		Acute Crisis	The CRA attended the admission meeting for an incoming client.	<i>On-going</i>
DD	Caucasian	Northern Star	77	Acute Crisis	The CRA attended a 30 day review meeting	<i>On-going</i>
DD	African American	6/Brent	95	ICF	The CRA attended an IPP/TPM for the client.	Placement identified
DD	African American	6/Brent	95	ICF	The CRA attended an IPP. During the meeting the RC held a transition planning meeting in conjunction with SRP.	On-going
DD	African American	4/Corcoran	77	ICF	The CRA attended a special meeting for legal commitment	On-going

Primary Disability	Ethnicity	Program/ Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcomes
DD	Filipino	Northern Star		Acute Crisis	The CRA attended a 30 day meeting review.	On-going
DD	African American	4/Corcoran	77	ICF	The CRA attended a special meeting.	On-going
DD	African American	4/Corcoran	77	ICF	The CRA attended a special meeting.	On-going
DD	Filipino	Northern Star		Acute Crisis	The CRA attended a special meeting. They discussed a 30 day DOR.	30 day DOR enacted
DD	Filipino	Northern Star		Acute Crisis	TPM attendance	On-going
DD	Filipino	Northern Star		Acute Crisis	The CRA attended a TPM	On-going
DD	African American	6/Roadruck	95	ICF	The CRA attended a special meeting/TPM	Changes to IPP made
DD	Caucasian	6/Brent	95	ICF	The CRA attended a transition planning meeting for a move to a different unit.	Move occurred with supports in place
DD	Caucasian	6/Brent	95	ICF	The CRA attended a transition planning meeting for a move to a different unit.	Move occurred with supports in place
DD	Caucasian	6/Malone	95	ICF	The CRA attended the IPP at the request of SRP.	On-going
DD	African American/ Caucasian	Northern Star	77	Acute Crisis	The CRA attended a pre-admission meeting	On-Going
DD	Caucasian	4/Corcoran	77	ICF	The CRA attended a transfer planning meeting.	Plans made

Primary Disability	Ethnicity	Program/ Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcomes
DD	Caucasian	Northern Star	77	Acute Crisis	The CRA attended a pre-admission meeting	On-going
DD		Northern Star		Acute Crisis	The CRA attended monthly IPP meeting.	On-going
DD		Northern Star		Acute Crisis	The CRA attended a 30 day post-admission meeting	On-going
DD	Caucasian	Northern Star		Acute Crisis	The CRA attended her monthly IPP meeting.	On-going
DD	Caucasian	Northern Star		Acute Crisis	The CRA met with the client and filed a writ on her behalf.	On-going
DD	Caucasian	Northern Star	77	Acute Crisis	The CRA facilitated an interpretive conference for the client.	No Writ filed
DD	Caucasian	Northern Star		Acute Crisis	The CRA attended a special meeting for the client and facilitated legal counsel	On-going
DD	Caucasian	Nelson C		NF	The CRA attended clients Transition Review Meeting.	Plans made pending return from hospital.
DD	Caucasian	Northern Star		Acute Crisis	The CRA attended client's monthly IPP meeting.	On-going
DD	Caucasian	Northern Star		Acute Crisis	CRA met with client on campus. Client informed CRA that she was rescinding her writ, as she would be going to the community soon. Facilitated discussion with court personnel	Closed
DD		Northern Star		Acute Crisis	The CRA attended client's monthly IPP meeting.	On-going

Primary Disability	Ethnicity	Program/ Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcomes
DD		Northern Star		Acute Crisis	The CRA attended client's monthly IPP meeting.	On-going
DD	Caucasian	Cohen	77	ICF	CRA facilitated an interpretive conference on the behalf of the client.	No writ was filed.
DD	Caucasian	Northern Star		Acute Crisis	The CRA attended client's pre-admission conference.	On-going
DD	Caucasian	Northern Star	77	Acute Crisis	The CRA attended client's monthly IPP meeting.	On-going
DD	Caucasian	Northern Star		Acute Crisis	The CRA attended a special meeting/Transition Review Meeting.	On-going
DD	Caucasian	Bemis	95	ICF	CRA attended client's IPP/Transition Planning Meeting.	On-going
DD	Caucasian	Bentley	95	ICF	CRA attended client's IPP/TPM.	On-going
DD	Caucasian	Bentley	77	ICF	CRA met with client at her off-site. Appearance in court for a conservatorship hearing.	On-going
DD		Northern Star		Acute Crisis	The CRA attended client's (30-day) monthly IPP meeting.	On-going
DD	Caucasian	Regamey A	95	NF	CRA attended client's IPP/TPM.	On-going
DD	Caucasian	Regamey A	95	NF	CRA attended client's IPP/TPM.	On-going
DD		Northern Star		Acute Crisis	CRA attended (pre-admission) intake meeting.	On-going
DD		Northern Star		Acute Crisis	The CRA attended client's monthly IPP meeting.	On-going
DD	Caucasian	Northern Star		Acute Crisis	The CRA attended client's 30-day IPP conference.	On-going
DD	Caucasian	Northern Star	77	Acute Crisis	The CRA attended client's 30-day IPP meeting.	On-going

Primary Disability	Ethnicity	Program/ Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcomes
DD		Northern Star		Acute Crisis	Client communication. CRA and client discussed current writ filing and program planning complaints on the unit.	On-going
DD		Northern Star		Acute Crisis	Client communication regarding writ filing, unit complaints and fair hearing procedure	On-going
DD		Northern Star		Acute Crisis	CRA and client discussed current writ filing and discussion with her public defender. CRA also followed up on complaint responses with client.	On-going
DD	Caucasian	Northern Star	77	Acute Crisis	The CRA attended client's 30-day IPP meeting.	On-going
DD	Caucasian	Northern Star		Acute Crisis	The CRA attended client's 30-day IPP conference.	On-going
DD	Caucasian	Roadruck	95	ICF	CRA attended client's IPP/TPM	On-going
DD		Northern Star		Acute Crisis	CRA attended (post-admission) meeting.	On-going
DD	Caucasian	Smith	95	ICF	CRA attended client's IPP/TPM	On-going
DD	Chinese	Roadruck	95	ICF	CRA attended client's Semi-annual /TPM	On-going
DD		Northern Star		Acute Crisis	The CRA attended client's 30-day IPP conference.	On-going

Confidential Client Information, Welfare and Institutions Code Section 4514

Appendix B

DENIAL OF RIGHTS
ANNUAL REPORT
Canyon Springs Community Facility
 July 2016 - June 2017

State of California- Health and Human Services
DENIAL OF RIGHTS Semi Annual Report
 DS 308

Department of Developmental Services

Client Information
W & I Code, Section 4514

Right(s) Denied	Good Cause	Date Denial Began	Date of Review	Date of Restoration
C,S	I	01/11/16	02/11/16	01/09/2017
P	I, O, D	01/18/2017	04/18/2017	04/18/2017
C,P	I	02/27/2017	02/28/2017	02/28/2017
P	I	02/16/2017	03/14/2017	03/14/2017

Clients Rights:

- M** To keep and be allowed to spend one's own *money* for personal and incidental needs.
- V** To see *visitors* each day
- C** To keep and wear one's own *clothing*.
- T** To have reasonable access to *telephones*, both to make and receive confidential calls, and to have calls made for one upon request.
- L** To mail and receive unopened correspondence and to have ready access to *letter* writing materials, including sufficient postage.
- P** To keep and use one's own personal *possessions*, including toilet articles.
- S** To have access to individual *storage* space for one's private use.

Good Cause for Denial:

- I** Exercise of specific right would be *injurious* to the client; or
- O** There is evidence that if the rights is not denied the client's exercise of it would seriously infringe upon the rights of *others*; or
- D** The institution or facility would suffer serious property *damage* if the right is not denied.

Note: Authority Cited 4505- Welfare and Institutions Code

**DENIAL OF RIGHTS
ANNUAL REPORT
Fairview State Developmental Center
July 2016 - June 2017**

State of California- Health and Human Services
DENIAL OF RIGHTS Semi Annual Report
DS 308

Department of Developmental Services

Client Information
W & I Code, Section 4514

Right(s) Denied	Good Cause	Date Denial Began	Date of Review	Date of Restoration
P	I	4/5/16	12/28/16	1/27/17
T	I	6/1/16	12/28/16	1/27/17
P	I	7/14/16	6/21/17	Continued
P	I	1/31/17	3/1/17	3/1/17

P	I	2/3/17	4/26/17	4/26/17
T	I	2/6/17	4/26/17	4/26/17
P	I	5/5/17	6/7/17	Continued
T	I	5/5/17	6/7/17	Continued
P	I	5/5/17	5/8/17	5/8/17
P	I	6/10/17	06/10/17	Continued

Clients Rights:

- M** To keep and be allowed to spend one's own *money* for personal and incidental needs.
- V** To see *visitors* each day
- C** To keep and wear one's own *clothing*.

- T** To have reasonable access to *telephones*, both to make and receive confidential calls, and to have calls made for one upon request.
- L** To mail and receive unopened correspondence and to have ready access to *letter* writing materials, including sufficient postage.
- P** To keep and use one's own personal *possessions*, including toilet articles.
- S** To have access to individual *storage* space for one's private use.

Good Cause for Denial:

- I** Exercise of specific right would be *injurious* to the client; or
- O** There is evidence that if the rights is not denied the client's exercise of it would seriously infringe upon the rights of *others*; or
- D** The institution or facility would suffer serious property *damage* if the right is not denied.

Note: Authority Cited 4504- Welfare and Institutions Code

DENIAL OF RIGHTS
ANNUAL REPORT
Porterville State Developmental Center
 July 2016 - June 2017

State of California- Health and Human Services
DENIAL OF RIGHTS Semi Annual Report
 DS 308

Department of Developmental Services

Client Information
W & I Code, Section 4514

Right(s) Denied	Good Cause	Date Denial Began	Date of Review	Date of Restoration
P, S	I	09/06/2016	06/05/2017	30 Day Review
M	I	04/04/2016	12/02/2016	01/23/2017
C, P, S	I	04/19/2001	06/19/2017	30 Day Review
P, S	I	09/09/2005	06/19/2017	30 Day Review
C	I	03/21/2017	05/01/2017	05/01/2017

P, S	I	09/06/2014	06/23/2017	30 Day Review
P, S	I	01/13/2017	02/12/2017	02/12/2017
C	I	01/10/2017	06/19/2017	30 Day Review
P, S	I	11/23/2015	06/21/2017	30 Day Review
P	I	04/25/2017	05/26/2017	30 Day Review
V	I, O	09/08/2016	09/11/2016	09/11/2016

Clients Rights:

- M** To keep and be allowed to spend one's own *money* for personal and incidental needs.
- V** To see *visitors* each day
- C** To keep and wear one's own *clothing*.
- T** To have reasonable access to *telephones*, both to make and receive confidential calls, and to have calls made for one upon request.
- L** To mail and receive unopened correspondence and to have ready access to *letter* writing materials, including sufficient postage.

- P** To keep and use one's own personal *possessions*, including toilet articles.
- S** To have access to individual *storage* space for one's private use.

Good Cause for Denial:

- I** Exercise of specific right would be *injurious* to the client; or
- O** There is evidence that if the right is not denied the client's exercise of it would seriously infringe upon the rights of *others*; or
- D** The institution or facility would suffer serious property *damage* if the right is not denied.

Note: Authority Cited 4504- Welfare and Institutions Co

DENIAL OF RIGHTS

Sonoma State Developmental Center
July 2016 - June 2017
(Semi-Annual/Annual format)

State of California- Health and Human Services
DENIAL OF RIGHTS QUARTERLY REPORT
DS 308

Department of Developmental Services

Client Information
W & I Code, Section 4514

Right(s) Denied	Good Cause	Date Denial Began	Date of Review	Date of Restoration
P	I	12/30/14	06/28/17	
P	I	11/04/15	06/30/17	
P	I	11/04/15	06/30/17	
P	I	11/04/15	06/30/17	
P	O	10/03/16	11/1/16	10/24/16
T	O	10/03/16	11/1/16	10/24/16

Clients Rights:

- M** To keep and be allowed to spend one's own *money* for personal and incidental needs.
- V** To see *visitors* each day
- C** To keep and wear one's own *clothing*.
- T** To have reasonable access to *telephones* ,both to make and receive confidential calls, and to have calls made for one upon request.
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- P** To keep and use one's own personal *possessions*, including toilet articles.
- S** To have access to individual *storage* space for one's private use.

Good Cause for Denial:

- I** Exercise of specific right would be *injurious* to the client; or
- O** There is evidence that if the right is not denied the client's exercise of it would seriously infringe upon the rights of *others*; or
- D** The institution or facility would suffer serious property *damage* if the right is not denied.

Note: Authority Cited 4504- Welfare and Institutions Code

Appendix C

Report of Request For Release Activity For

Canyon Springs Community Facility

Annual Report

July 1, 2016 - June 30, 2017

Quarter	Number of Requests w/o Interpretive Conference	Number of Interpretive Conferences Held	Number of Requests Confirmed by Conference	Total Number of Requests Forwarded to Court	Number of Requests Denied by the Court	Number of Requests Approved by the Court	Number of requests Resulting in Release
Jul-Sept							
Oct-Dec	1			1			
Jan-Mar	2			2			
Apr-June							
Total	3	0	0	3	0	0	0

*Writs are still pending on court calendar

Report of Request For Release Activity

For Fairview Developmental Center

Annual Report

July 1, 2016 - June 30, 2017

Quarter	Number of Requests w/o Interpretive Conference	Number of Interpretive Conferences Held	Number of Requests Confirmed by Conference	Total Number of Requests Forwarded to Court	Number of Requests Denied by the Court	Number of Requests Approved by the Court	Number of requests Resulting in Release
Jul-Sept	1			1	1		1*
Oct-Dec	3			3			
Jan-Mar							
Apr-June						1	
Total	4	0	0	4	1	1	1

This information reflects Writs of Habeas Corpus processed in the last reporting period and current Writs of Habeas Corpus noted above.

10 Consumers at FDC with Writs pending (7 from FY 15-16).

2 Consumers at FDC had their Writs taken off calendar/withdrawn during this reporting period.

1 Consumer whose writ was granted in FY 11-12 has not been placed due to placement stay. Stay continues to be denied during this reporting period

*Original writ filed FY 15-16.

Report of Request For Release Activity

For Porterville Developmental Center

Annual Report

July 1, 2016 - June 30, 2017

Quarter	Number of Requests without Interpretive Conference	Number of Interpretive Conferences Held	Number of Requests Confirmed by Conference	Total Number of Requests Forwarded to Court	Number of Requests Denied by the Court	Number of Requests Approved by the Court	Number of requests Resulting in Release
Jul-Sept	9			9	7		0*
Oct-Dec	3			3	2		0**
Jan-Mar	2			2	1		0***
Apr-June	18			18	8		0****
Total	32	0	0	32	18	0	0

Note:

* No response by court: 2

** No response by court: 1; 1 taken off calendar

*** No response by court: 1

****No response by court: 6

Report of Request For Release Activity
For
Sonoma Developmental Center
Annual Report
July 1, 2016 - June 30, 2017

Quarter	Number of Requests w/o Interpretive Conference	Number of Interpretive Conferences Held	Number of Requests Confirmed by Conference	Total Number of Requests Forwarded to Court	Number of Requests Denied by the Court	Number of Requests Approved by the Court	Number of requests Resulting in Release
Jul-Sept		2	1	1		1	1
Oct-Dec							
Jan-Mar	1	2		1	1		
Apr-June	1	2		1			
Total	2	6	1	3	1	1	1

Sonoma Developmental Center Writs of Habeas Corpus:

An ICF client walked out of his home residence and was found by staff walking toward a bridge leading to a public road that divides the facility. The CRA was notified by the team and through the daily Incident Report/Generated Event Review provided to the CRA by the Developmental Center. The CRA facilitated an interpretive conference for the client that included all of those who know and support the individual. The client chose not to stay during the conference. During the conference the clients past patterns and preferences were discussed. The client was engaging in a preferred activity of walking on a route that was very familiar to him. This individual used to walk regularly when his off-site program and general store were located there. The psychologist who would go on walks with him was in attendance at the conference. He indicated that this was a familiar/desired route for him to his day services site. In addition, this was a client who had exhibited this same behavior in the past. The behavior stopped after he was offered more opportunities to walk. The team agreed to honor his indication of wanting more frequent opportunities to go on walks and no further attempts were noted.

All other conferences were held for individuals that had recently moved to new residential units and were exploring areas un-familiar to them. After the conferences it was determined that none of the individuals' true intents were to leave the facility. No further incidents of clients leaving supervision occurred after the conferences.

CRA Roster

STATE DEVELOPMENTAL CENTER CLIENTS' RIGHTS ADVOCATES

State Developmental Center	CRA	Address	Telephone Number	E-mail Address
Canyon Springs	Robbin Puccio	69-696 Ramon Road Cathedral City, CA 92234	(760) 770-6251	Robbin.puccio@cs.dds.ca.gov
Fairview	Laurie St. Pierre	2501 Harbor Blvd. Building 19 Costa Mesa, CA 92626	(714) 957-5690	Laurie.st.pierre@fdc.dds.ca.gov
Porterville	Holly Bins (acting)	P.O. Box 2000 Porterville, CA 93258	(559) 782-2431	holly.bins@scdd.ca.gov
Sonoma	Tobias Weare	King Building #111 Sonoma SDC P.O. Box 1493 Eldridge, CA 95431	(707) 938-6501	tobias.weare@sonoma.dds.ca.gov
Headquarters	Holly Bins CRA/VAS Project Manager	1507 21 st St., Suite 210 Sacramento, CA 95814	(408) 834-2458	holly.bins@scdd.ca.gov